

Wisconsin Department of Children and Families



Performance Report January - March 2010

Prepared by:
Office of Performance and Quality Assurance
Bureau of Performance Management

Protecting Children. Strengthening Families. Building Communities.





Wisconsin Department of Children and Families Values

Wisconsin Department of Children and Families will:

- Make decisions and act based on the best interests of children and their families because Wisconsin's future is dependent upon their success today.
- Partner with the people of Wisconsin to keep children safe, promote economic stability and ensure the success of children and families, because it is our shared responsibility.
- Share information, seek input and explain our actions, because we value transparency and accountability.
- Treat everyone with dignity and respect, because we believe in everyone's inherent value.
- Manage our resources efficiently, because we value good stewardship.
- Support, develop and hold accountable our employees and contractors, because their performance is vital to our success.
- Keep learning about and applying what works, because we want to continually improve what we do.

Protecting Children. Strengthening Families. Building Communities.



Performance Report January - March 2010 Data Contents

Each KidStat Performance Report faithfully captures data for the Real Results and performance measures that were discussed in KidStat meetings during the covered time period. For most Real Results, we track and report on performance measures in the same way over time. In a few cases, though, we have made modifications to measures for reasons such as:

- A change in data source (from a hand count to an automated count, for example);
- An updated measure (we developed a more accurate way to measure progress); and
- An eliminated or added measure (due to a shift in focus or because an old measure was no longer useful).

As well, each Real Result is reported for different time periods based on the availability of data from the different sources used.

Real Result	Timeline
Children are safe from abuse and neglect	April 2009 - February 2010
Children achieve permanency	April 2009 - February 2010
Families increase income - W-2 program	January - December 2009
Parents build skills that prepare them for employment	January - December 2009
Families increase income - Child Support program	October 2009 - February 2010
Child care funds are well spent and fraud is minimized	January - December 2009
Children are safe in licensed and certified child care settings	As of March 3, 2010

	Real Result (What we work to achieve)	Output (How we measure it)	Pg #
1	Children are safe from abuse and neglect	Children are safe when in our custody.	7-8, 19
2		Initial investigation is completed in a timely manner.	13
3		Initial contacts with the child victim are made in a timely manner.	14
4		Children do not experience a recurrence of maltreatment during initial assessment.	15
5		Children are safe following our intervention.	16- 17
6		Timely health screens performed on children in custody.	18
7	Children achieve permanency	Children experience stability in their out of home placement.	9, 21
8		Children spend minimal time in out of home care.	10- 11, 22
9		Once children exit out of home care, they do not re-enter.	12
10		Placement duration of children in Assessment Centers does not exceed statutory limits.	20
11	Families increase income	Parents obtain employment.	24- 25
12		Parents obtain the best paying job.	26- 27
13		Parents maintain employment.	28- 31
14		Parents are supported in their application for Supplemental Security Income/Social Security Disability Insurance.	32



	Real Result (What we work to achieve)	Output (How we measure it)	Pg #
15	Parents build skills that prepare them for employment	Parents are engaged in activities that meet federal work participation requirements.	33
16		Parents are enrolled in education programs.	34-35
17		Parents are completing job skills training programs.	36-37
18	Families increase income	Children in single-parent homes have a court order for child support.	40
19		Children have legal fathers.	41
20		Child support is a stable, reliable source of income for families.	42
21		Unpaid child support debt balances are collected.	43
22		DCF effectively and efficiently uses federal and local resources.	44
23	Child care funds are well spent and fraud is minimized	Improper payments to providers and clients are reduced.	47-48
24	Children are safe in licensed and certified child care settings	Regulation activities promote quality child care.	49-51



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Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure 1: OUT OF HOME CARE MALTREATMENT

Objective: Reduce the number of children in out of home care who are victims of substantiated maltreatment.

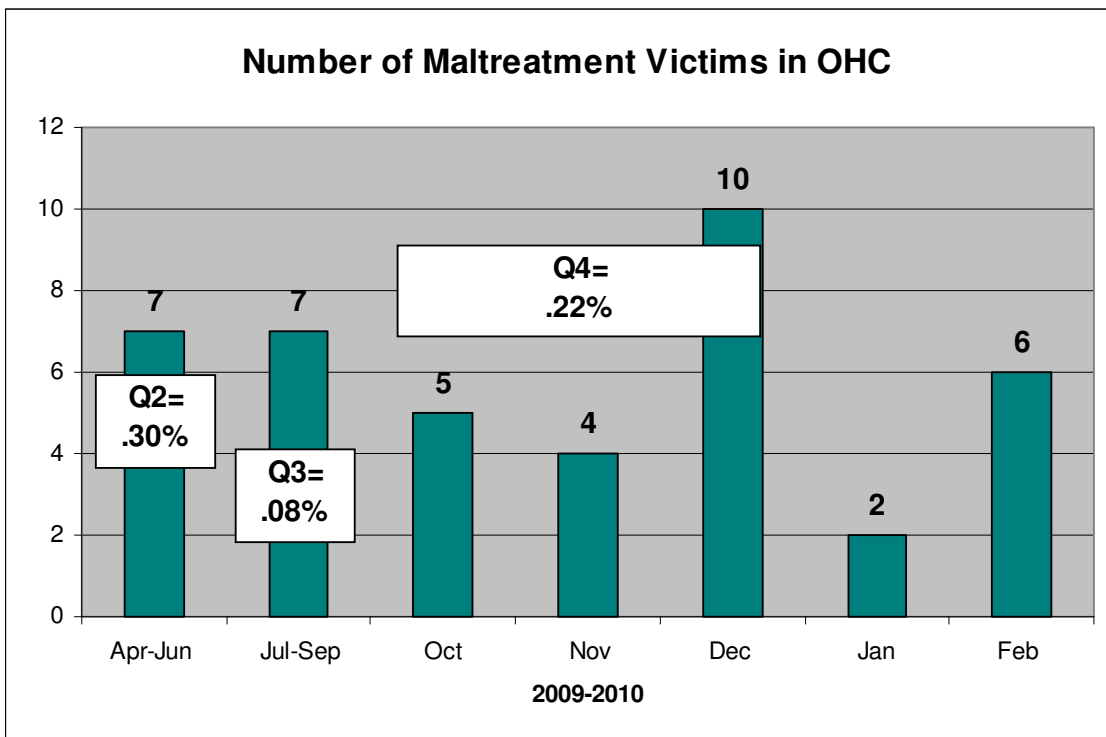
Significance: Counties are expected to protect the well-being and safety of children while in their custody.

Target: Wisconsin performance cannot exceed the Federal standard that of all children in OHC, .57 percent or fewer are maltreated each quarter.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all children in out of home care during the reporting period. Numerator is number of children who were maltreated in out of home care.

Owner: Cyrus Behrooz, Division Administrator

Progress: Performance was well below the .57 percent standard during the last three quarters of 2009. The number of children who were victims in January and February dropped after a one month increase in December.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure 2: RECURRENCE OF MALTREATMENT

Objective: Reduce the number of children who are repeat victims of maltreatment within six months of the initial maltreatment substantiation.

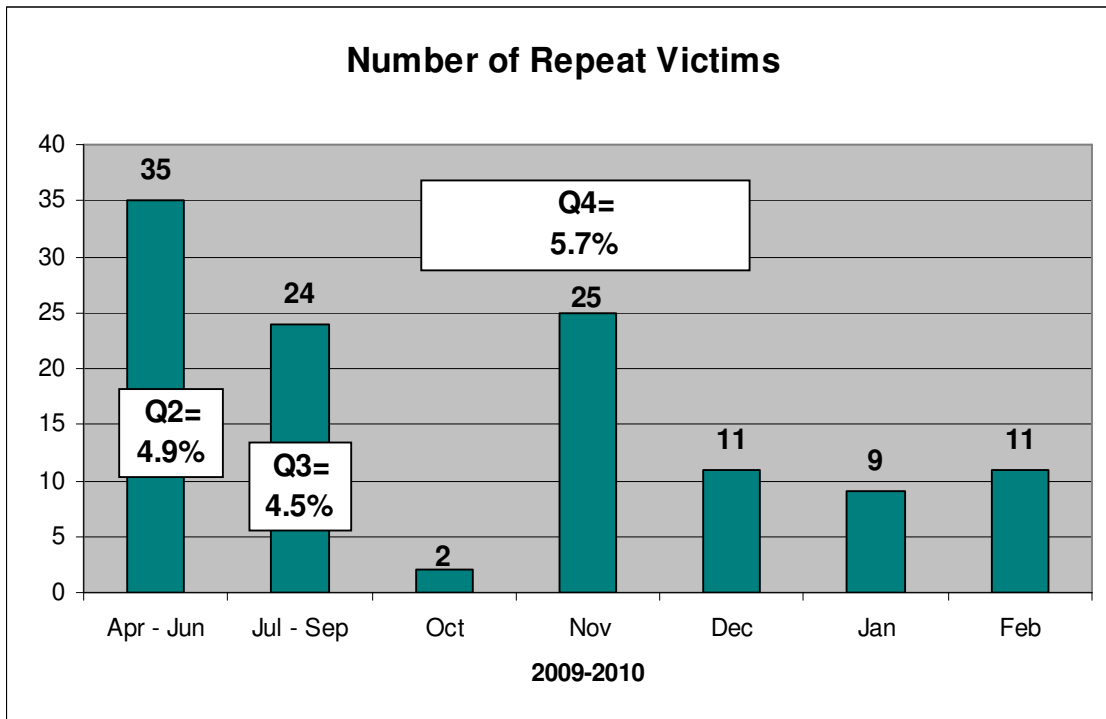
Significance: Counties are expected to identify permanency solutions that reduce the likelihood of repeat maltreatment.

Target: Wisconsin performance cannot exceed the Federal standard that of all children who were victims of maltreatment, 6.1 percent or fewer were within six months of substantiation each quarter.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all children who were maltreated. Numerator is all children with a recurring maltreatment.

Owner: Cyrus Behrooz, Division Administrator

Progress: Performance was below the 6.1 percent standard during the last three quarters of 2009. The number of children who were victims in December, January and February dropped after a one month increase in November.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children achieve permanency.

Performance Measure 3: PLACEMENT STABILITY

Objective: Reduce the number of placements children experience during the first 12 months in out of home care.

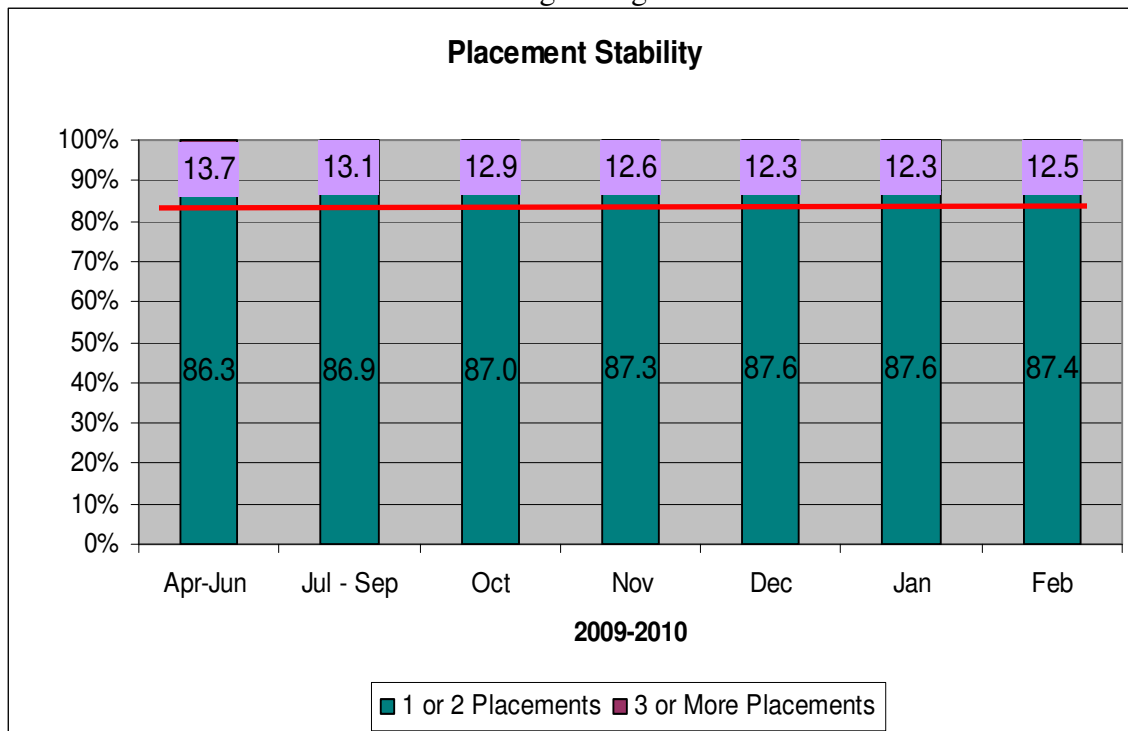
Significance: Counties are expected to minimize the number of placements children experience given the disruption and negative effects each placement change can cause.

Target: Wisconsin performance must exceed the Federal standard that of all children in out of home care for less than 12 months, 86.7 percent or more have no more than two placements.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all children in out of home care for 0 to 12 months from the time of latest removal. Numerator equals all children in out of home care for 0 to 12 months from the time of latest removal with one or two placement settings.

Owner: Cyrus Behrooz, Division Administrator

Progress: Performance did not exceed the standard in the Apr-Jun quarter (86.3%) but improved in the last two quarters (86.9% in July-Sept and 87.8% in Oct-Dec). County performance is maintaining during the first two months of 2010.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure 4: **TIME TO REUNIFICATION**

Objective: Increase the number of children who are reunified with parents or caretakers within 12 months.

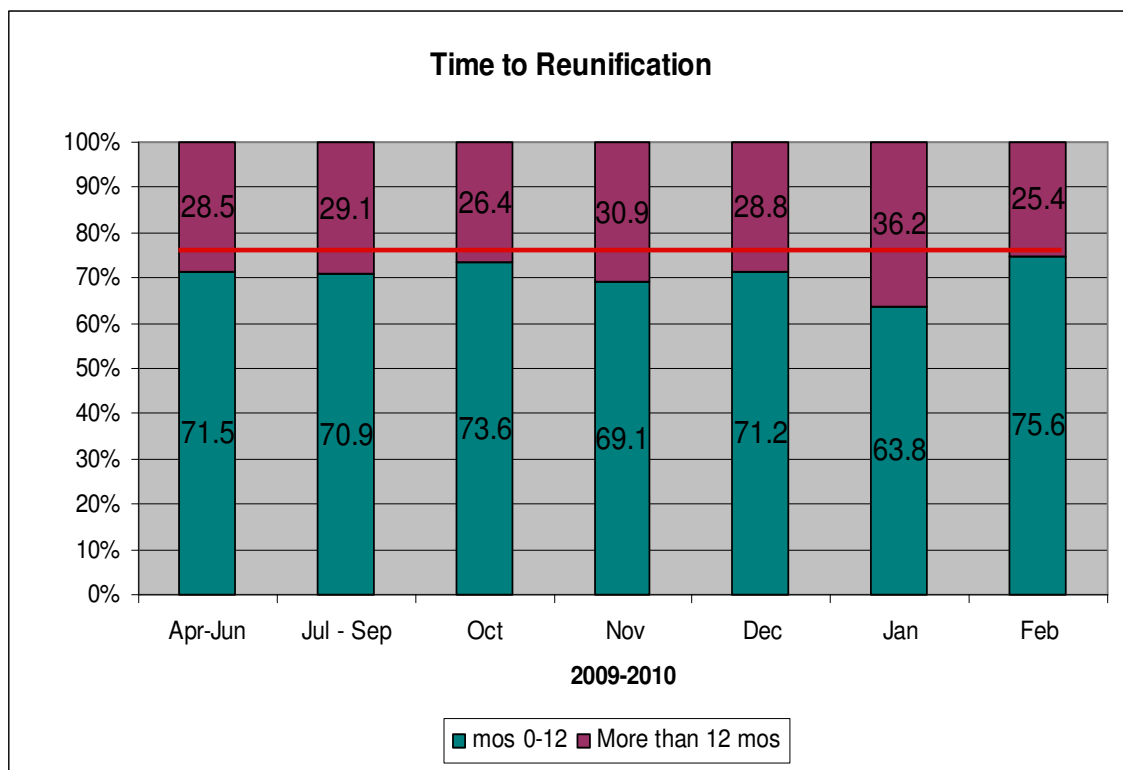
Significance: Counties are expected to work with families to determine whether reunification is an appropriate permanency solution once a child is removed from the home.

Target: Wisconsin performance must exceed the Federal standard that of all children reunified, 76.2 percent or more are reunified within 12 months.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all children reunified within the reporting period. Numerator equals number of children reunified within 0 to 12 months from the time of the latest removal from home.

Owner: Cyrus Behroozi, Division Administrator

Progress: Performance failed to exceed the 76.2 percent standard during the last three quarters of 2009. Continued weak performance ended with a sizable improvement in February.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children achieve permanency.

Performance Measure 6: RE-ENTRY AFTER REUNIFICATION

Objective: Reduce the number of children who re-enter out of home care at all, but especially within 12 months of previous episode.

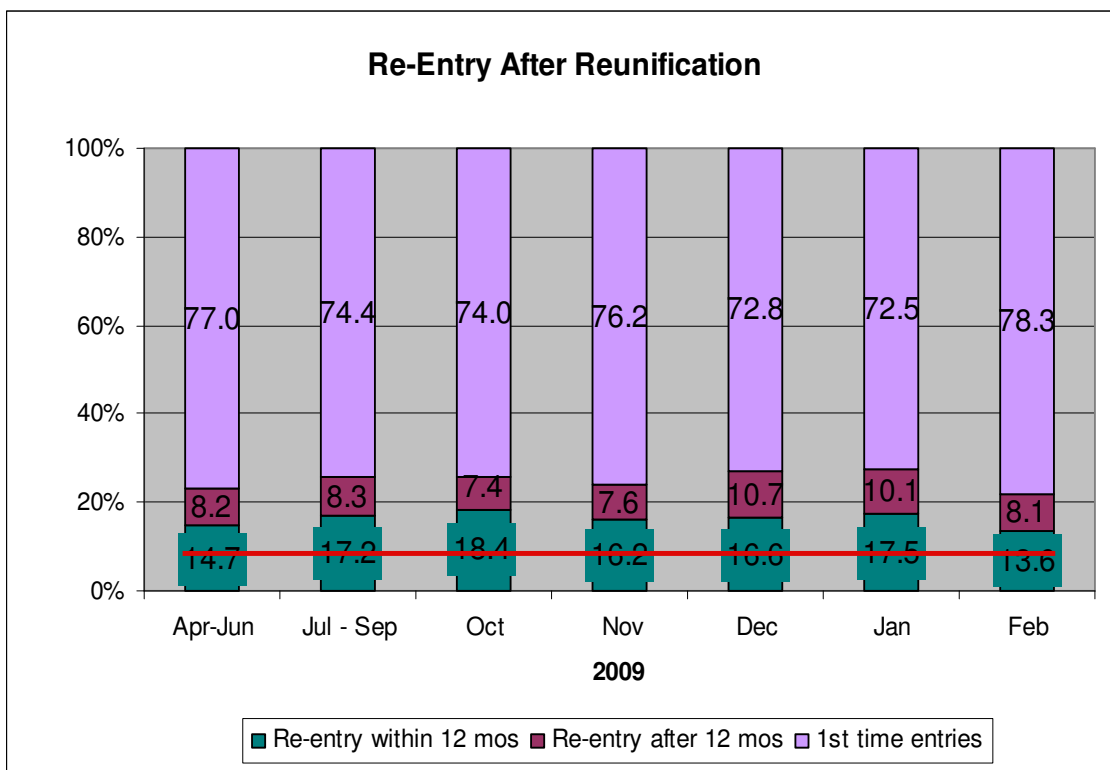
Significance: Counties are expected to identify and pursue permanency solutions for children that minimize the likelihood that the children will subsequently return to out of home care.

Target: Wisconsin performance must not exceed the Federal standard that of all children who re-enter out of home care, 8.6 percent or fewer re-enter within 12 months.

Measurement Method:	Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all children entering care during the reporting period. Numerator is all children entering care within 0 to 12 months of a previous out of home care episode.
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Owner: Cyrus Behrooz, Division Administrator

Progress: Performance was not below the 8.6 percent standard during the last three quarters in 2009 and steadily worsened during November, December and January. Performance has rebounded in February as fewer children re-entered care.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure 1: **INITIAL ASSESSMENT TIMELINESS**

Objective: Increase the timely completion of initial assessments / investigations.

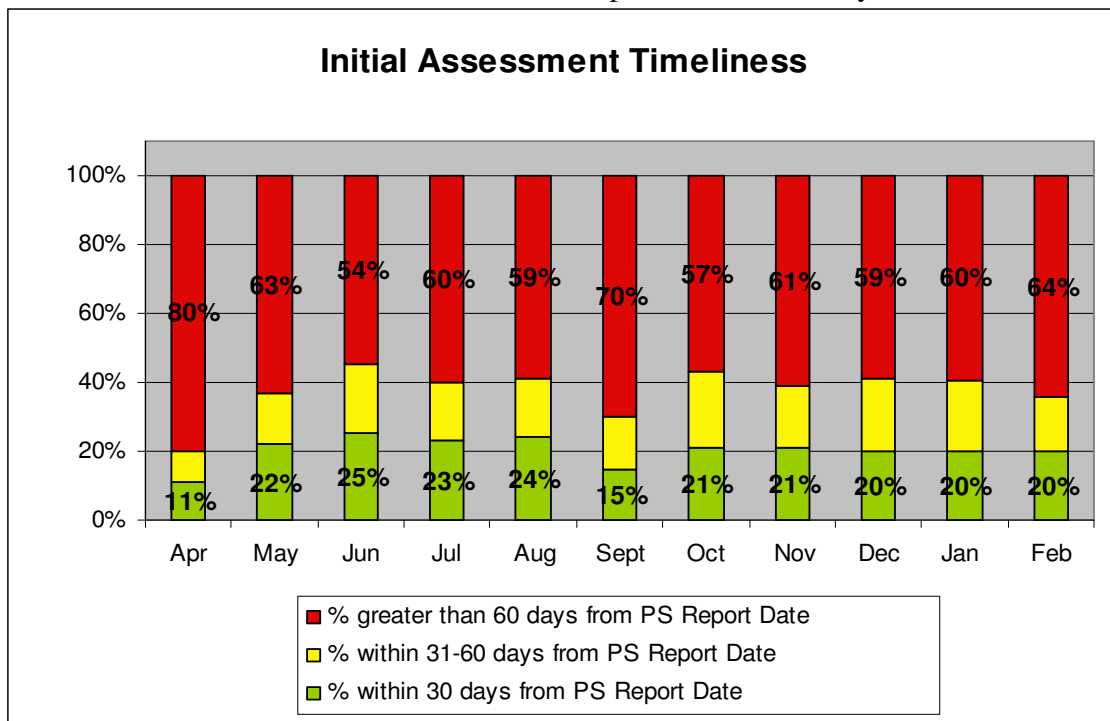
Significance: The Bureau of Milwaukee Child Welfare (BMCW) is expected to conduct a comprehensive assessment to assess, analyze and, when necessary, control for threats to child safety, determine need for CPS ongoing services, determine whether maltreatment occurred, and assist families in identifying community resources.

Target: Complete 100% of initial investigations within 60 days.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all investigations completed for the reporting period. Numerator is all investigations completed within 60 days of assignment for the reporting period.

Owner: Arlene Happach, Director of BMCW

Progress: Performance peaked at 25% completion within 30 days in June. Since then it worsened and has remained flat since October, with an average of four out of ten assessments completed within 60 days.



Target Direction: ↑

Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure 2: INITIAL CONTACT TIMELINESS

Objective: Increase the timely completion of initial contact.

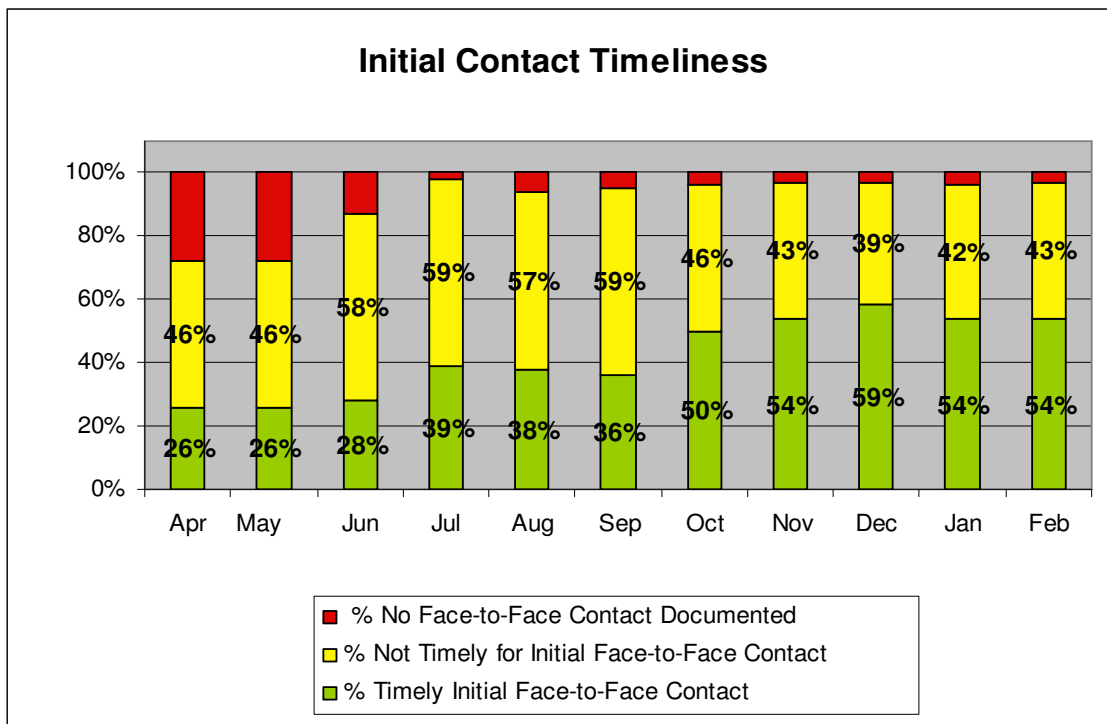
Significance: The BMCW is expected to assure the timely safety assessment of an alleged child victim.

Target: Complete 100% timely contact defined “relative to response time.”

Measurement Method:	Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all initial face-to-face contacts for the reporting period relative to response time. Numerator is all the initial face-to-face contacts completed within assigned response time for the reporting period.
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Owner: Arlene Happach, Director of BMCW

Progress: Performance has stabilized after a significant improvement in October. Since completing timely contact with almost 60% of all contacts in December, performance has returned to previous levels. Undocumented contact remains consistently within a reasonable range.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure 3: RE-REPORTS

Objective: Reduce the number of Protective Services reports screened in during an open assignment to Initial Assessment.

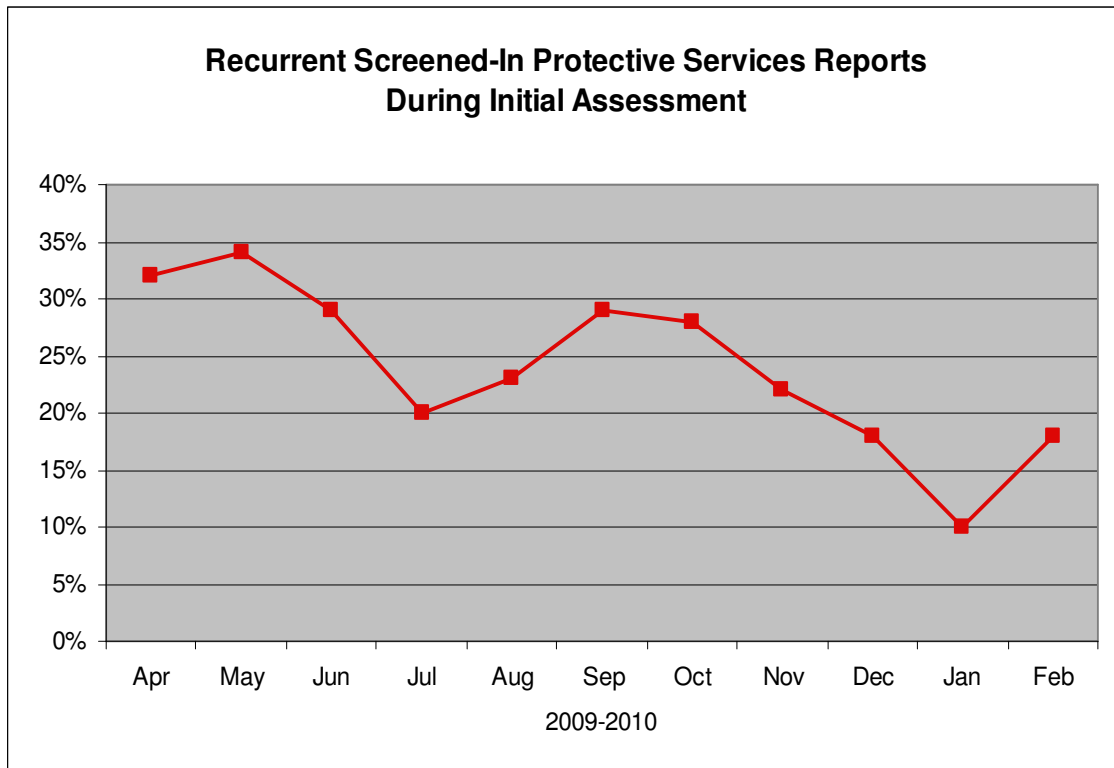
Significance: Reports of new maltreatment allegations made on cases with open Initial Assessments threaten child safety.

Target: 0 reports during Initial Assessment.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all active Initial Assessments during the report period. Numerator equals all subsequent screen-ins for alleged new maltreatment on open Initial Assessments during the report period.

Owner: Arlene Happach, Director of BMCW

Progress: Performance has steadily improved since September. The lowest percentage of re-reports were made in January although the amount jumped up in February.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure 4: SUBSEQUENT REFERRALS

Objective:

Reduce the number of subsequent referrals alleging threats to child safety after completion of the assessment process to determine whether maltreatment occurred, especially within 0-3 and 3-6 months.

Significance:

The BMCW is working to ensure that initial assessments are done effectively so that children are not left in unsafe circumstances, and the number of subsequent referrals is a measure of that.

Target:

0 reports.

Measurement Method:

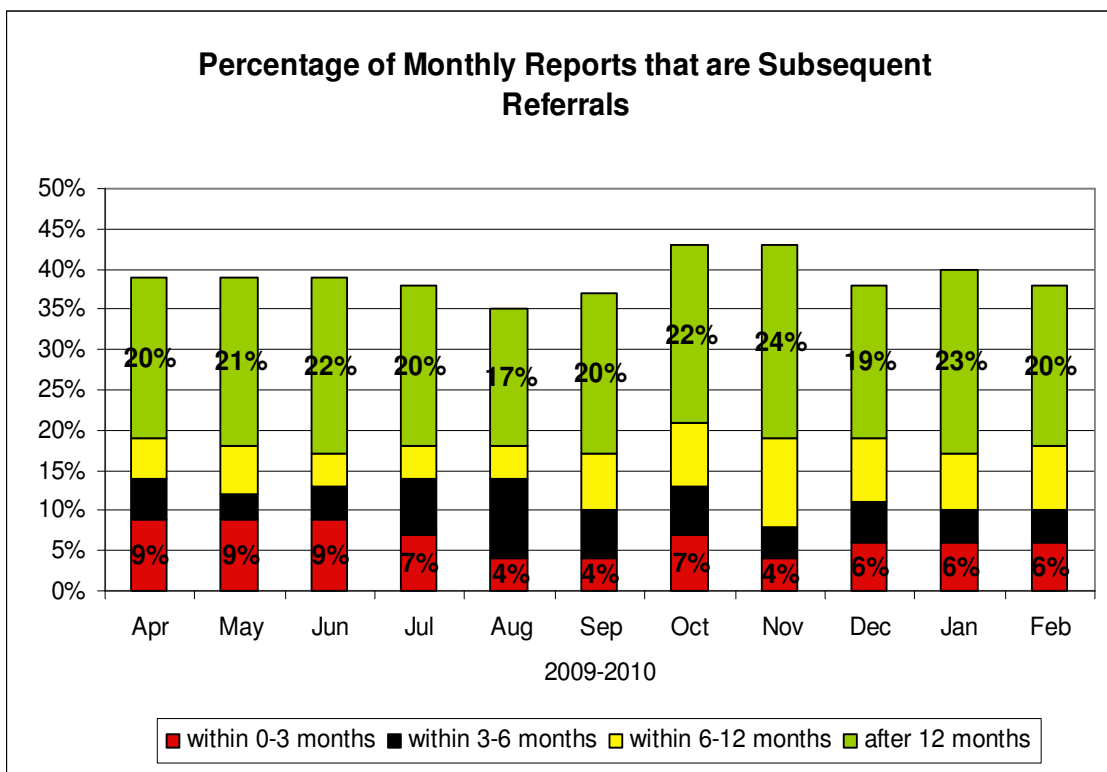
Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals the total number of referrals within the time period. Numerator equals the number of subsequent referrals that are within a time period after completion of an Initial Assessment.

Owner:

Arlene Happach, Director of BMCW

Progress:

Performance varies month to month with no clear trends.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure 5: **POST-SAFETY SERVICES MALTREATMENT**

Objective: Increase the number of children who do not have a substantiated maltreatment within 12 months of Safety Services case closure.

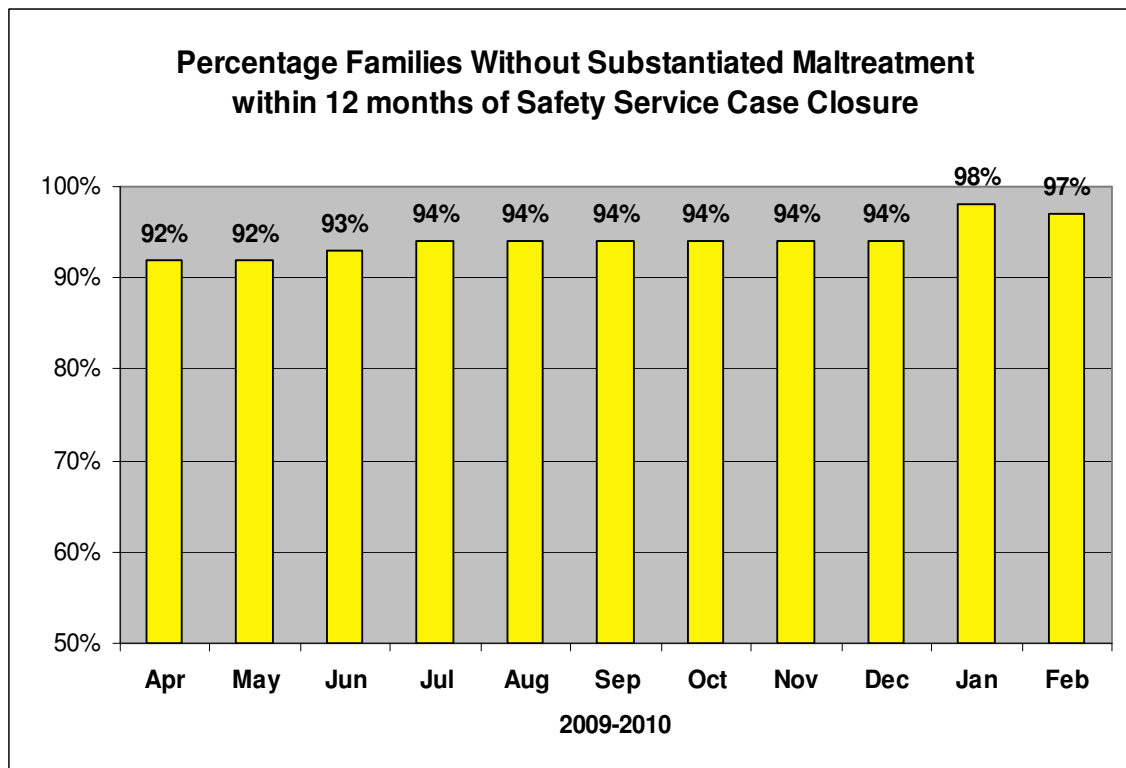
Significance: The BMCW is expected to minimize the likelihood that children will be maltreated within 12 months of Safety Services case closure.

Target: 91% of children will not experience maltreatment within 12 months.

Measurement Method:	Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals the number of Safety Services cases closed within the last 12 months. Numerator is the number of Safety Services Case closures within the last 12 months without substantiated maltreatment.
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Owner: Arlene Happach, Director of BMCW

Progress: Performance improved to 98% in January exceeding the 91% standard after many months of maintaining 94%.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure 6: **TIMELY HEALTH SCREENS**

Objective: Increase the number of health screens that are completed within five business days.

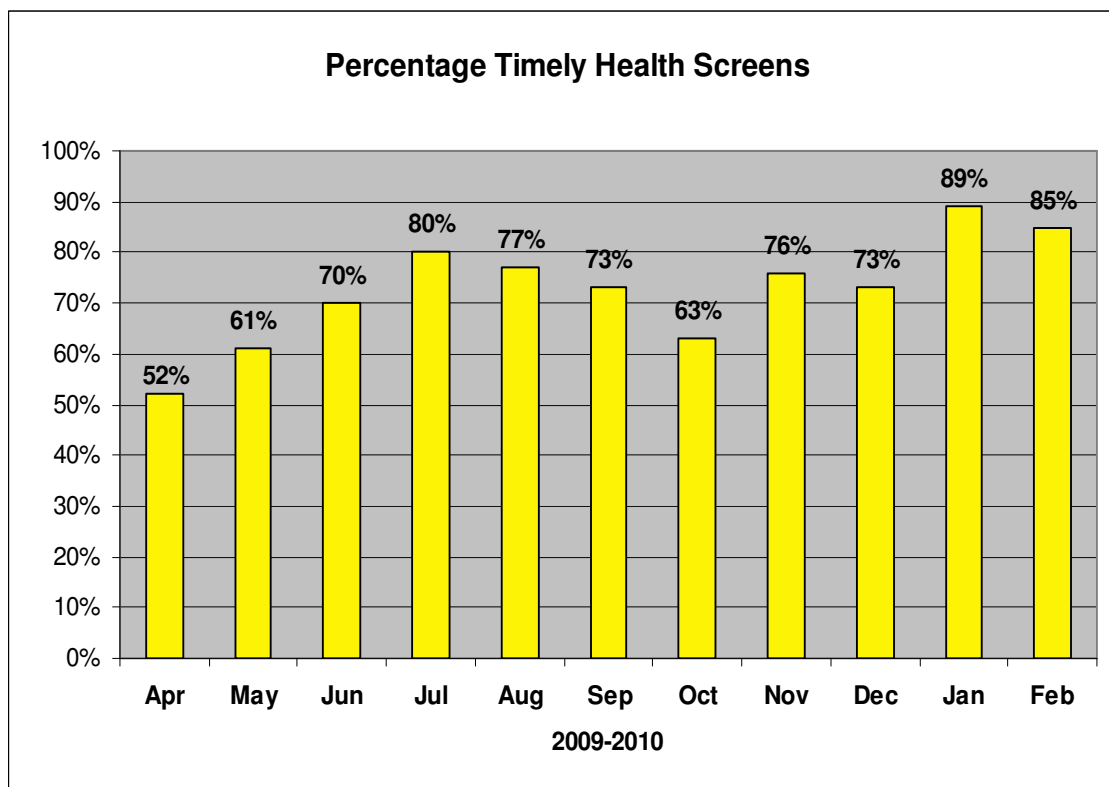
Significance: The BMCW is expected to ensure all children have a health screen to determine their health needs within five business days of removal from their parental home.

Target: 100% of children.

Measurement Method: Numerator is the number of BMCW children receiving an initial health screen within 5 business days of their initial placement in OHC. Denominator is all BMCW children placed in OHC. The measure exempts newborns placed from a hospital and children returned within 5 business days.

Owner: Arlene Happach, Director of BMCW

Progress: Performance varied throughout 2009 and recently improved to an all time high in January with 89% of all health screens completed within 5 business days.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure 7: OHC MALTREATMENT

Objective: Reduce the number of children who are victims of abuse while in BMCW out of home care.

Significance: The ability to protect the safety and well-being of children while in out of home care is a fundamental measure of effectiveness for any child welfare system. Until recently, this was an enforceable item in the Settlement Agreement.

Target: 0 reports.

Measurement Method: A simple count of the number of children who are victims of abuse while placed in out of home care.

Owner: Arlene Happach, Director of BMCW

Progress: Performance improved to reflect consistently lower numbers of children who are victims of abuse. There was a total of 15 victims in 2009. 2010 year-to-date performance (0.17%) is well below the Settlement Standard (0.60%).

Settlement Standard	YTD 2010	CY 2009	CY 2008
< = 0.60%	0.17%	0.23%	0.39%

Number of Victims of OHC Maltreatment								
2009							2010	
J - M	A - M	J - A	Sep	Oct	Nov	Dec	Jan	Feb
3	4	0	1	0	2	5	0	4

Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure 8: **ASSESSMENT CENTER OVERSTAYS**

Objective: Increase the number of adolescents who do not exceed statutory timelines for staying in Assessment Centers.

Significance: Assessment Centers were created to provide a short-term placement for adolescents with no other appropriate permanency options. This is an enforceable item in the Settlement Agreement.

Target: 100% of adolescents do not overstay.

Measurement Method: A simple count of any adolescent who overstays the required timeline according to their pre- or post-dispositional status.

Owner: Arlene Happach, Director of BMCW

Progress: Performance in 2010 continues on the positive trend that began in late 2009. Fewer children, particularly post-dispositional, have overstayed statutory timelines in January and February.

Target	CY 2010 YTD	CY 2009	CY 2008	CY 2007
100%	83.7%	78.0%	76.0%	76.4%

	2009	2010	
Children in an Assessment Center	Jan - Dec	Jan	Feb
Pre - Dispositional (N - cumulative)	198	21	43
Within time limit (cumulative)	169	16	36
% within time limit	85.4%	76.2%	83.7%
Post - Dispositional (N - cumulative)	47	0	0
Within time limit (cumulative)	22	0	0
% within time limit	46.8%	100%	100%
Performance (cumulative)	78.0%	76.2%	83.7%

Target Direction: 

Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure 9: **OHC PLACEMENT STABILITY**

Objective: Increase the number of children with three or fewer placements while in BMCW out of home care.

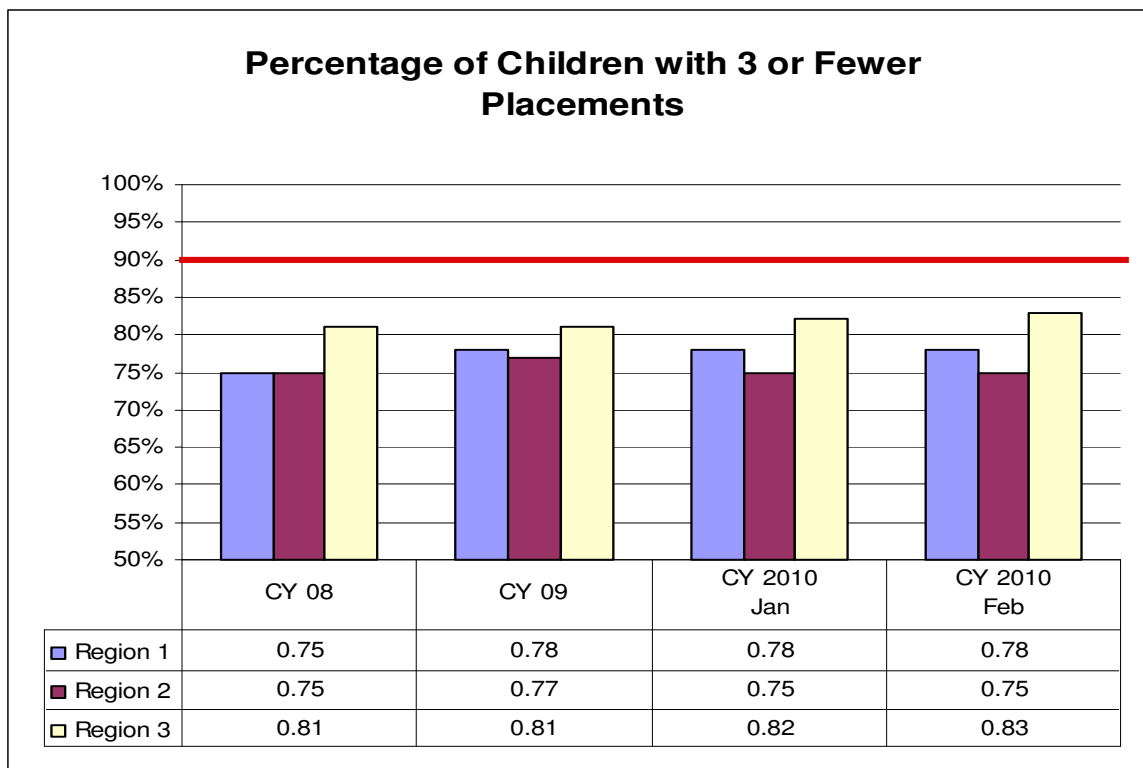
Significance: The BMCW is expected to minimize the number of placements children experience given the disruption and negative effects each placement change can cause.

Target: Greater than or equal to 90 percent of children.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator equals all children in BMCW legal custody, excluding children enrolled in Wraparound Milwaukee. Numerator equals the number of children with 3 or fewer placements, excluding children enrolled in Wraparound Milwaukee.

Owner: Arlene Happach, Director of BMCW

Progress: Performance for 2009 was slightly better than in past three years and Region 3 performance is off to a strong start in 2010.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure 10: TIME TO REUNIFICATION

Objective: Increase the number of children who are reunified within 12 months of entering out of home care.

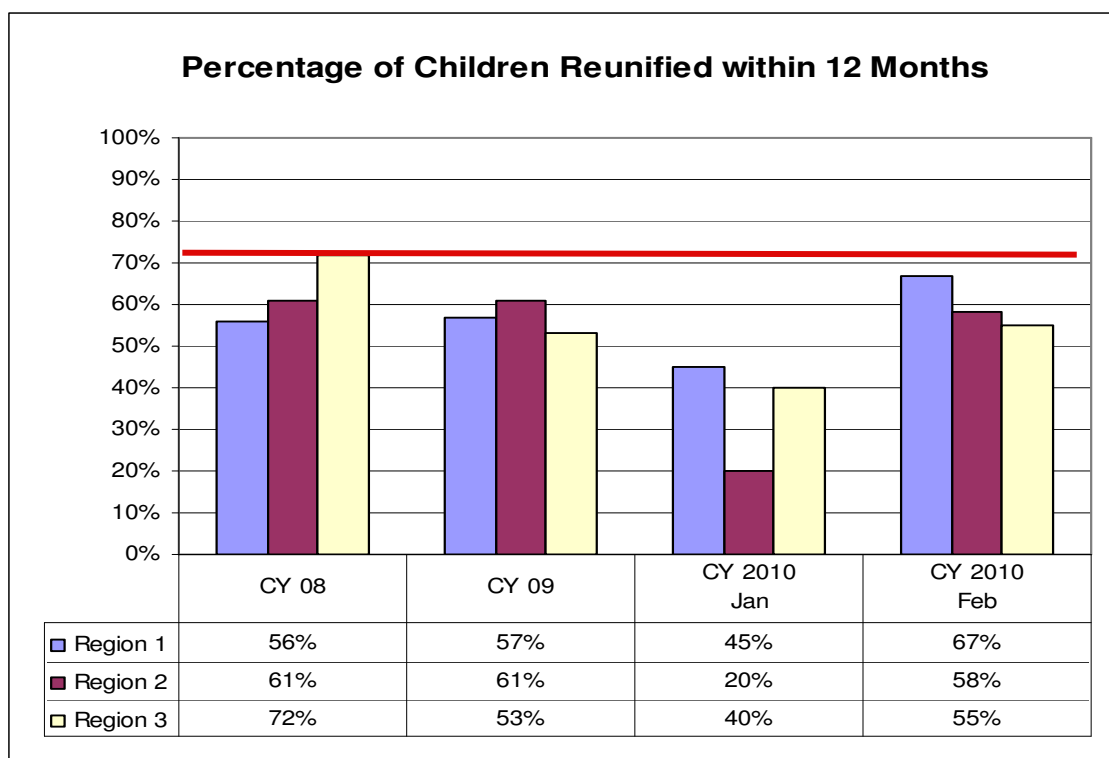
Significance: The BMCW is expected to work with families to determine whether reunification is an appropriate permanency solution as quickly as possible once a child is removed from the home.

Target: Greater than or equal to 71 percent of children.

Measurement Method: Data is collected from the statewide automated case management database, eWISACWIS. Denominator is the total number of BMCW children in OHC reunified. Numerator is the number of children reunified within 12 months of entry into OHC.

Owner: Arlene Happach, Director of BMCW

Progress: Performance for 2009 was the worst in three years despite a 5 percent increase in the total number of children who exited to reunification. February performance has rebounded, particularly in Region 1.



Target Direction:



Wisconsin Department of Children and Families Performance Measures W-2 Scale of Operations

Wisconsin Works (W-2) Scale of Operations					
Month	Wisconsin			Milwaukee County	Balance of State
	Paid	Unpaid	Total	Paid	Paid
	Placements	Placements		Placements	Placements
Dec-09	9,264	2,408	11,672	6,442	2,822
Nov-09	8,970	2,449	11,419	6,177	2,793
Oct-09	8,628	2,490	11,118	5,935	2,693
Dec-08	6,779	2,560	9,339	4,769	2,010

BOS – Balance of State

- 43 W-2 contract agencies deliver a full range of W-2 services in 71 counties
- BOS slides focus on six largest BOS agencies: 1) Kenosha; 2) Racine; 3) Rock; 4) Capitol Consortium (Dane, Dodge, Marquette, Sauk); 5) Portage Adams Wood (PAW) Consortium; and 6) Arbor Education & Training (Ozaukee, Washington, Waukesha)

MKE – Milwaukee County

- 7 W-2 contract agencies deliver specialized services to five regions within Milwaukee county
- JDPa – Job Development Placement Agency
 - Southwest - Maximus
 - Northwest and Northeast - Policy Studies, Inc
 - Southeast and Central - UMOs
- CMA – Case Management Agency
 - Northwest and Southwest – Maximus
 - Northeast – YWCA
 - Southeast and Central – UMOs
- SSI Advocacy – Social Security Insurance Advocacy Agency
 - County-wide – UMOs



Wisconsin Department of Children and Families Performance Measures Families increase income.

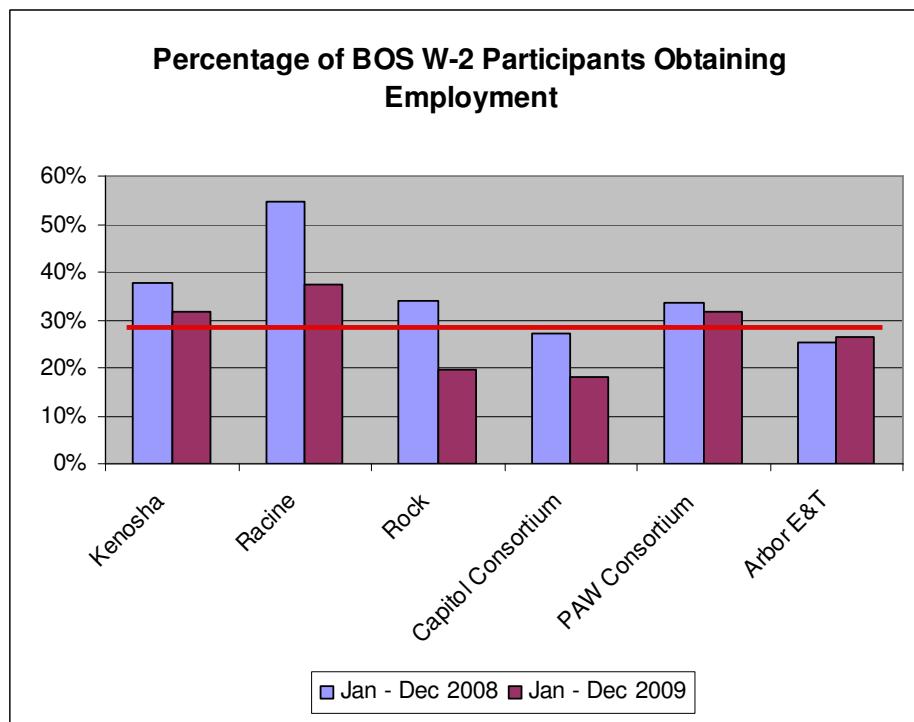
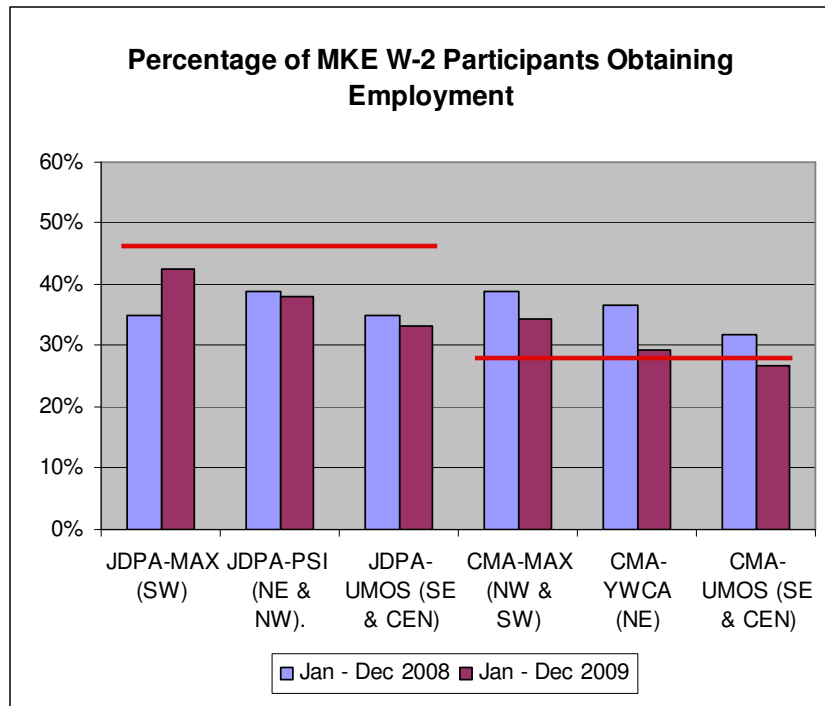
Performance Measure 1: **JOB ENTRY**

Objective:	Increase the number of W-2 participants who obtain employment.
Significance:	This is the defining measure for any welfare-to-work program seeking to place as many participants as possible in jobs as efficiently as possible. While there is no federal standard, DCF has established a standard by type of agency and geographic location.
Target:	BOS - 35 percent MKE CMA - 35 percent; MKE JDPA - 55 percent (red lines are annual standard)
Measurement Method:	Data is collected from the statewide automated case management database, CARES. Numerator is equal to an unduplicated count of W-2 participants who obtained a job scheduled to last at least 30 days. Denominator is equal to all W-2 participants referred to a contract agency with some exceptions.
Owner:	Julie Kerksick, Division Administrator
Progress:	<p>Performance in the six Milwaukee County agencies and six largest Balance of State agencies varied little during the last three quarters of 2009. Statements below reflect performance for CY 2009.</p> <p>BOS. Of the six largest W-2 agencies in the Balance of State, Kenosha, Racine and the Portage, Adams, Wood Consortium exceeded the standard, while Arbor Employment and Training, Capitol Consortium and Rock County did not.</p> <p>MKE JDPA. None of the three Job Development Placement Agencies exceeded the annual standard.</p> <p>MKE CMA. Maximus and the YWCA Case Management Agencies exceeded the annual standard while UMOS did not.</p>



Wisconsin Department of Children and Families Performance Measures

Families increase income.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

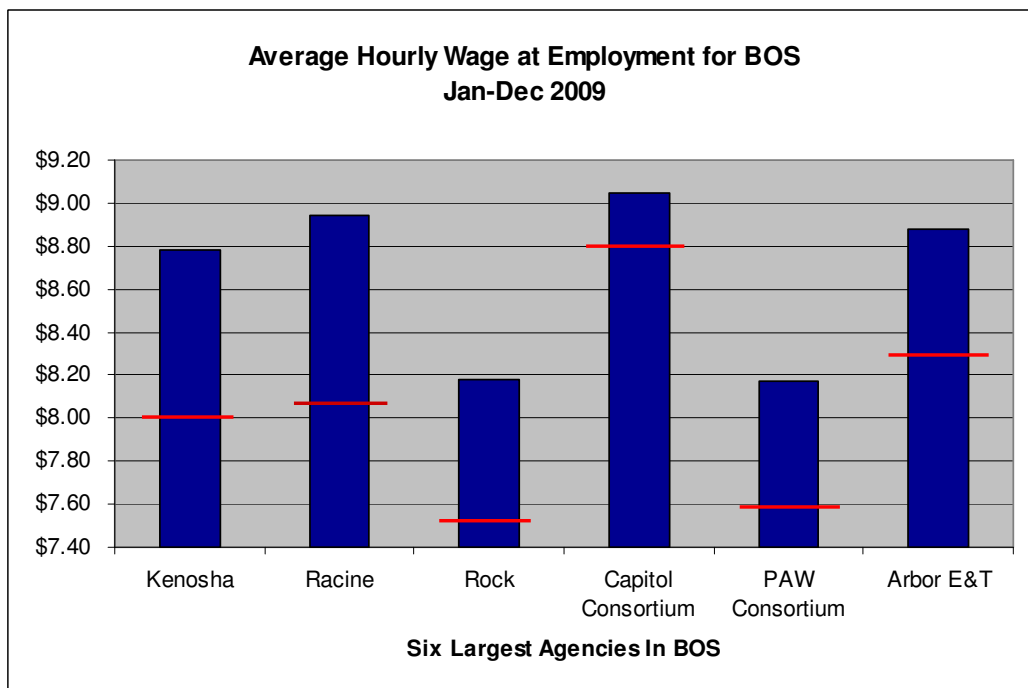
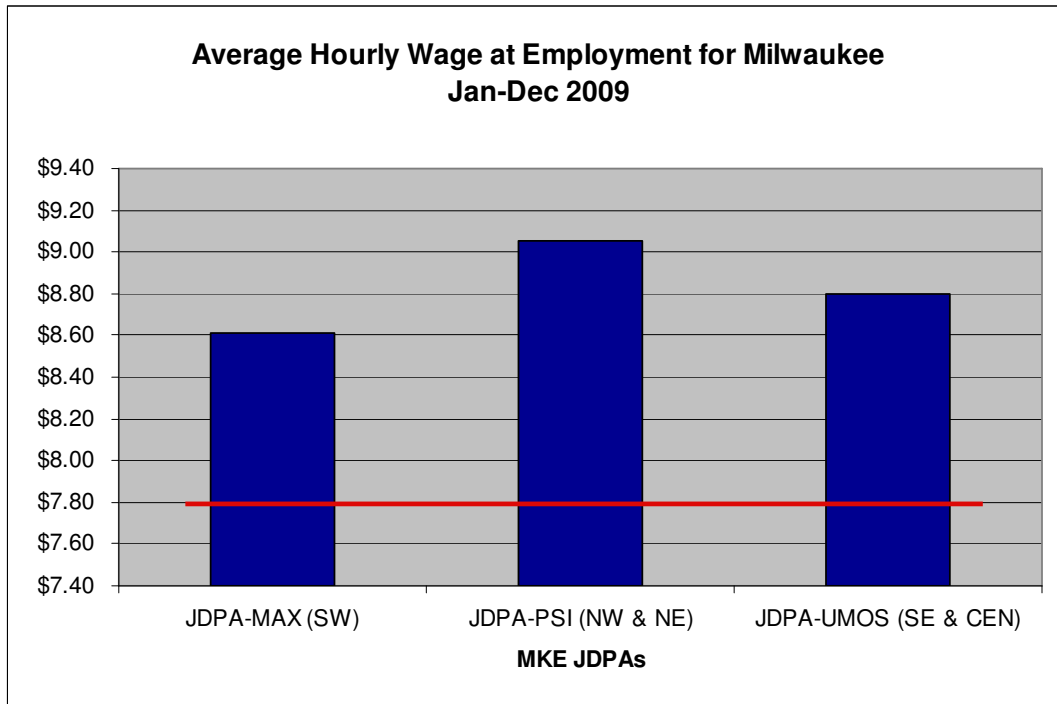
Performance Measure 2: **AVERAGE WAGE**

Objective:	Increase the average hourly wage of W-2 participants who obtain employment.
Significance:	W-2 agencies are expected to work with participants to identify the best paying job based on their interests, education, skills and goals. While there is no federal standard, DCF has established a standard in each county to reflect each local labor market.
Measurement Method:	Data is collected from the statewide automated case management database, CARES. Numerator is equal to the average of all wages from jobs that have an hourly wage equal to or greater than the minimum wage. Denominator is equal to the average wage for 2006, calculated using the same method.
Target:	BOS wage standard ranges from \$6.50 - \$9.66/hr MKE JDPA wage standard is \$8.24 per hour.
Owner:	Julie Kerksick, Division Administrator
Progress:	Statements below reflect performance for CY 2009. BOS. The six largest W-2 agencies in the Balance of State exceeded the average hourly wage standard for their geographic area. MKE JDPA. All three Job Development Placement Agencies exceeded the average hourly wage standard.



Wisconsin Department of Children and Families Performance Measures

Families increase income.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

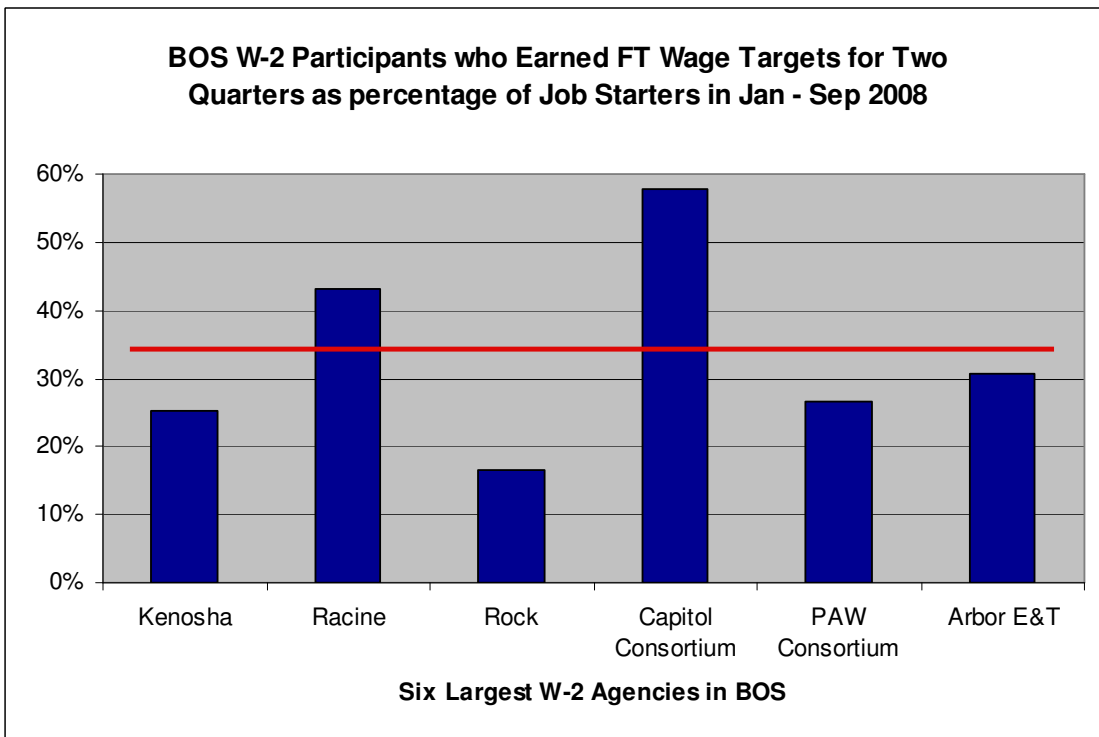
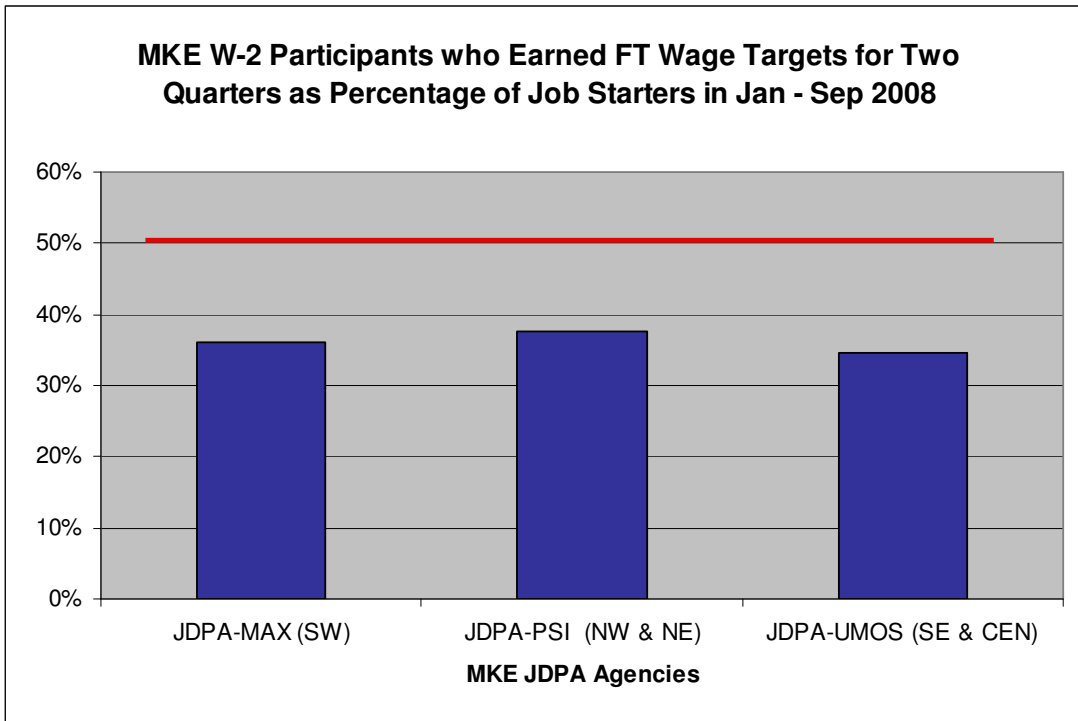
Families increase income.

Performance Measure 3: **FULL-TIME RETENTION**

Objective:	Increase the number of W-2 participants who remain employed.
Significance:	W-2 agencies are expected to assist participants to remain employed, whether in the initial job or a subsequent job. While there is no federal standard, DCF has established a standard by type of agency and geographic location.
Measurement Method:	Numerator is equal to number of participants who had earnings of at least \$6,760 in the two quarters after the quarter in which the job started. Denominator is equal to an unduplicated count of participants who got a job that was 30 hours or more per week and scheduled to last at least 30 days.
Target:	BOS – 35 percent; MKE JDPA – 50 percent
Owner:	Julie Kerksick, Division Administrator
Progress:	<p>Performance in the three Milwaukee County Job Development Placement agencies and six largest Balance of State agencies varied little during the last three quarters of 2009.</p> <p>BOS. Of the six largest W-2 agencies in the Balance of State, Racine and the Capitol Consortium exceeded the 35 percent retention standard, while Kenosha, Racine, Portage, Adams, and Wood Consortium and Arbor Employment and Training did not.</p> <p>MKE JDPA. None of the three JDPA exceeded the 50 percent retention standard.</p>



Wisconsin Department of Children and Families Performance Measures
Families increase income.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

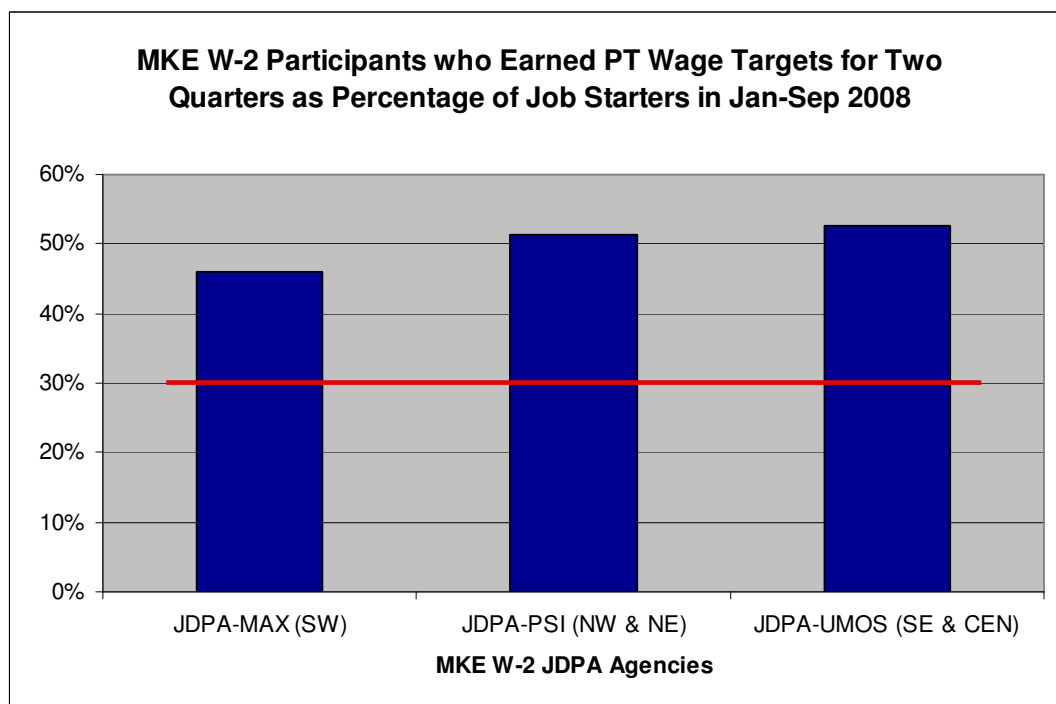
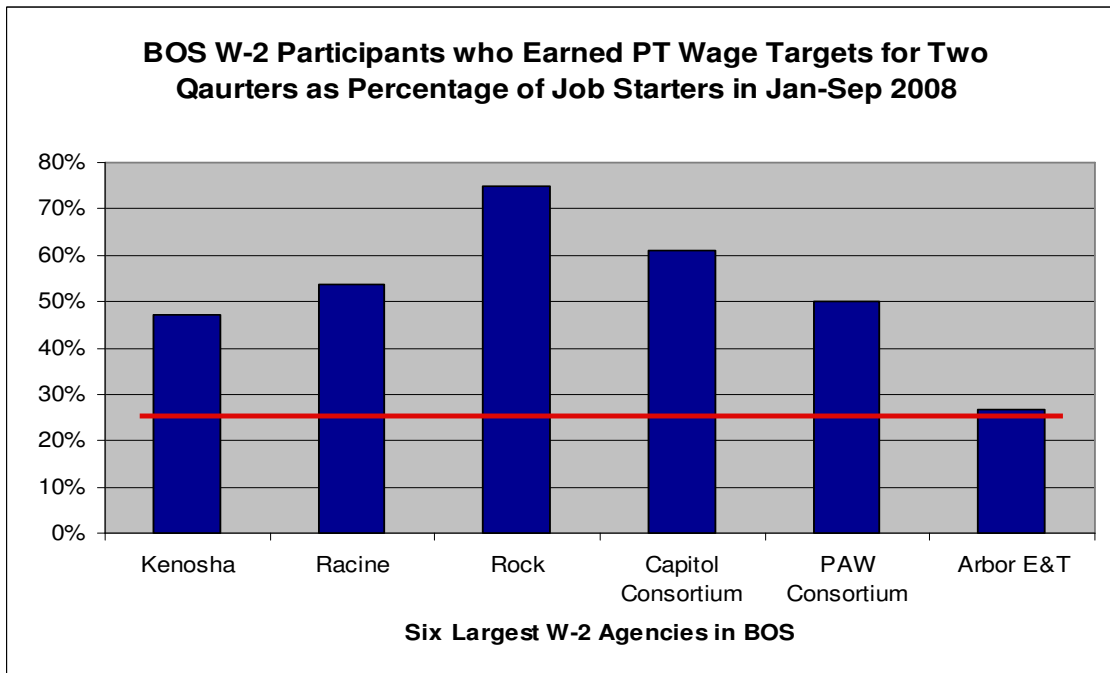
Performance Measure 4: **PART-TIME RETENTION**

Objective:	Increase the number of W-2 participants who remain employed.
Significance:	W-2 agencies are expected to assist participants to remain employed, whether in the initial job or a subsequent job. While there is no federal standard, DCF has established a standard by type of agency and geographic location.
Measurement Method:	Numerator is equal to number of participants who had earnings of at least \$3,380 in the two quarters after the quarter in which the job started. Denominator is equal to an unduplicated count of participants who got a job that was less than 30 hours per week and scheduled to last at least 30 days.
Target:	BOS – 35 percent; MKE JDPA – 50 percent
Owner:	Julie Kerk sick, Division Administrator
Progress:	<p>Performance in the three Milwaukee County Job Development Placement agencies and six largest Balance of State agencies varied little during the last three quarters of 2009.</p> <p>BOS. Of the six largest W-2 agencies in the Balance of State, all six exceeded the 35 percent retention standard.</p> <p>MKE JDPA. All three JDPAs exceeded the 50 percent retention standard.</p>



Wisconsin Department of Children and Families Performance Measures

Families increase income.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure 5: SSI/SSDI RECEIPT

Objective: Increase the number of W-2 participants who receive SSI/SSDI among those who are appropriate and have applied.

Significance: W-2 agencies are expected to assist participants to determine whether they might be eligible for SSI/SSDI and to complete the application process. While there is no federal standard, DCF has established standards for the Milwaukee SSI agency and the Balance of State agencies.

Measurement Method: Data is collected from the statewide automated case management database, CARES. Numerator is equal to number of W-2 participants who were awarded SSI within certain time frames. Denominator is equal to number of W-2 participants who began working with an agency on the application process in the prior year.

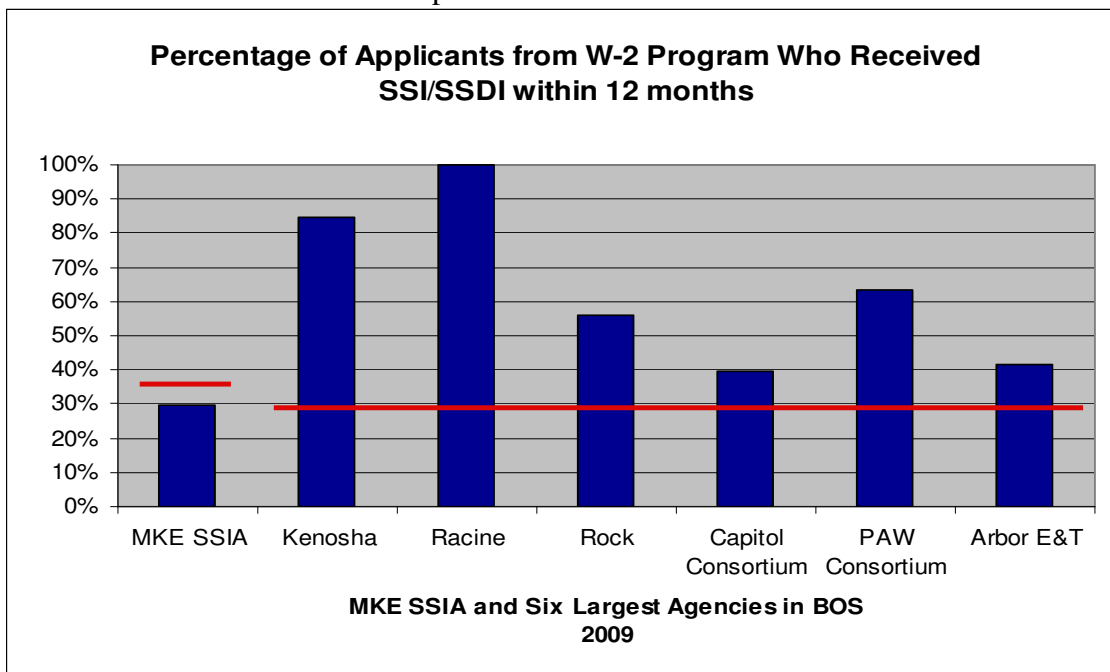
Target: BOS - 30 percent; MKE SSIA - 35 percent standard

Owner: Julie Kersick, Division Administrator

Progress: Statements below reflect performance for CY 2009.

BOS. The six largest balance of state agencies exceeded the 30 percent standard.

MKE. UMOs, the Milwaukee SSIA did not achieve the 35 percent standard.



Target Direction: 



Wisconsin Department of Children and Families Performance Measures

Parents build skills that prepare them for employment.

Performance Measure 6: **FEDERAL WORK REQUIREMENTS**

Objective: Meet the Federal work participation rate.

Significance: W-2 agencies are expected to work with participants to prepare them to obtain the best paying job based on their interests, education, skills and goals.

Measurement Method: Data is collected from the statewide automated case management database, CARES. Numerator is equal to the number of participants meeting federal work requirements. Denominator is equal to the number of cash assistance cases with a work eligible individual, with some exclusions.

Target: This is the one measure with a federal standard, that is adjusted for case reduction credit.

1. all families - 28.6 percent standard
2. two-parent families – 23.1 percent

Owner: Julie Kerkick, Division Administrator

Progress: For the past two federal fiscal years, Wisconsin has exceeded the two federally adjusted targets.

Work Participation	All Families		Two Parent Families	
	Adjusted Target	Rate	Adjusted Target	Rate
FFY 2009	28.6	39.9	23.1	33.2
FFY thru November 2009	28.1	41.3	18.2	32.0



Wisconsin Department of Children and Families Performance Measures

Parents build skills that prepare them for employment.

Performance Measure 7: **EDUCATION ENROLLMENT**

Objective: Increase the number of W-2 participants without a high school diploma or the equivalent who enroll in adult education activities.

Significance: W-2 agencies are expected to understand participants' education levels and when appropriate, refer them to programs to secure their diploma or equivalent to better prepare them to get a job. While there is no federal standard, DCF has established one standard for all agencies.

Measurement Method: Data is collected from the statewide automated case management database, CARES. Numerator is equal to W-2 participants who are participating in educational activities (i.e. basic education) at the end of the month. Denominator is equal to W-2 participants with less than a high school education who are in particular types of W-2 placements.

Target: 65 percent for CMA and BOS agencies

Owner: Julie Kerksick, Division Administrator

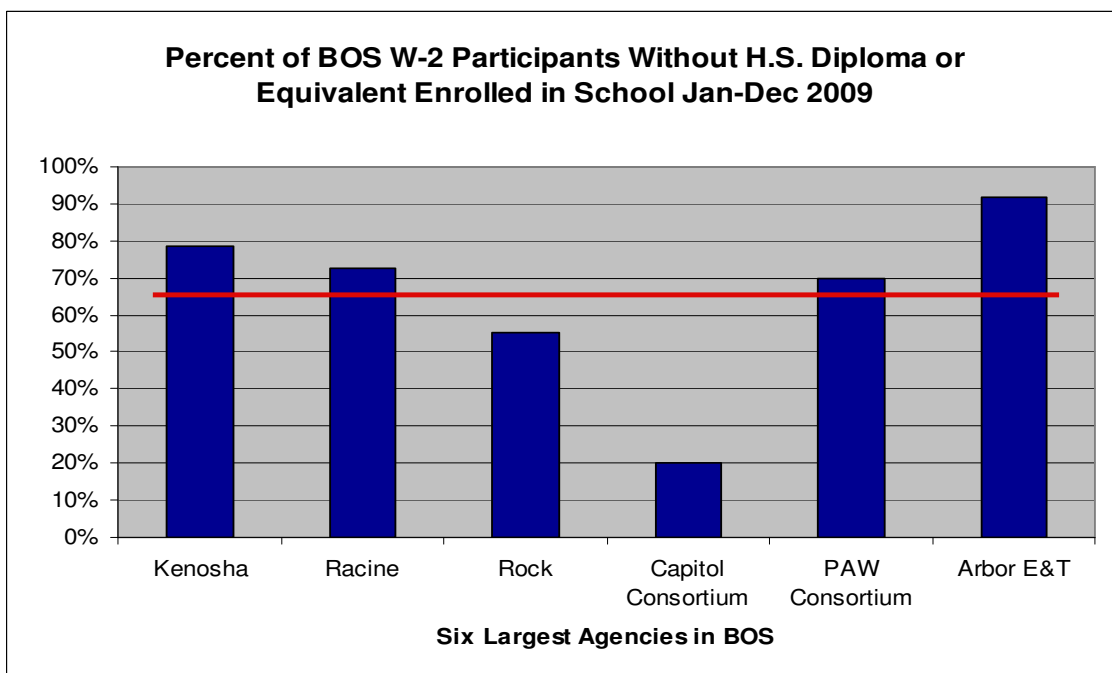
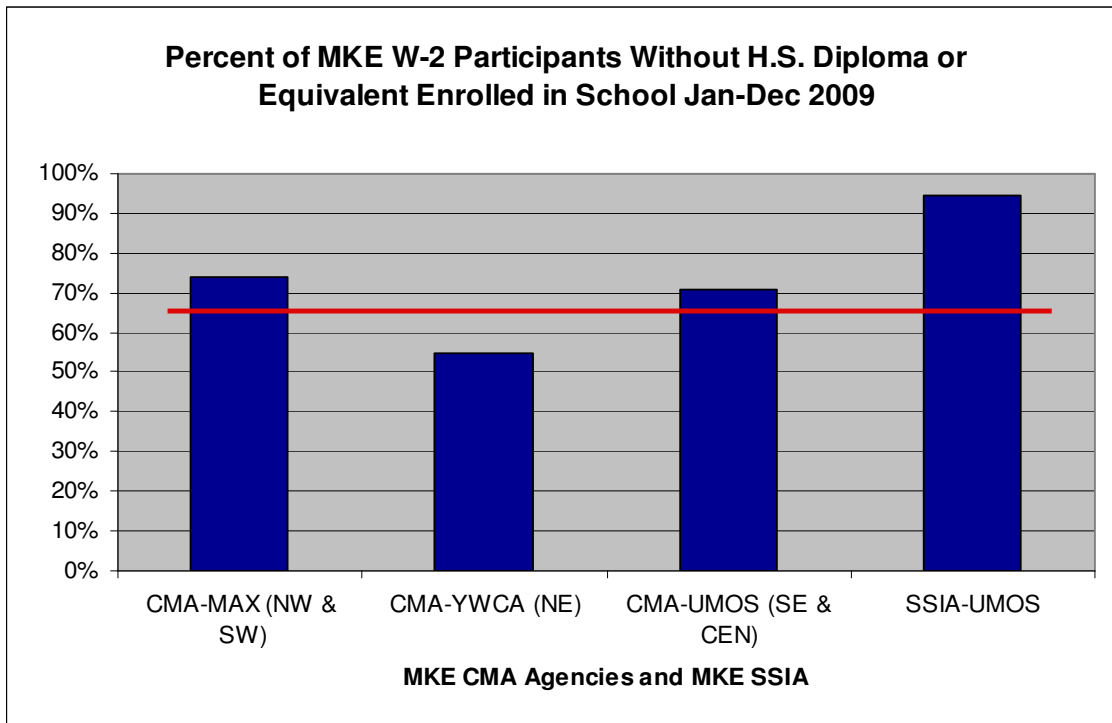
Progress: Performance in the three Milwaukee County Case Management agencies and six largest Balance of State agencies was exactly the same month to month during the last three quarters of 2009. Statements below reflect performance for CY 2009.

BOS. Of the six largest W-2 agencies in the Balance of State, Kenosha, Racine, the Portage, Adams and Wood Consortium, and Arbor Employment and Training exceeded the 65 percent standard, while Rock and the Capitol Consortium did not.

CMA. Maximus and the UMOs Case Management Agencies exceeded the 65 percent standard while the YWCA Case Management Agency and UMOs, the Milwaukee SSIA, never did.



Wisconsin Department of Children and Families Performance Measures Parents build skills that prepare them for employment.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Parents build skills that prepare them for employment.

Performance Measure 8: **SUCCESS OF JOB SKILLS TRAINING**

Objective: Increase the number of W-2 participants who build job skills by enrolling and completing job skills training activities and subsequently obtain employment.

Significance: W-2 agencies are expected to understand participants' job skills and local labor market demand and when appropriate, refer them to job skills training activities that lead to employment. While there is no federal standard, DCF has established one standard for all agencies.

Measurement Method: Data is collected from the statewide automated case management database, CARES. Numerator is equal to number of W-2 participants who had a job in the required period. Denominator is equal to the number of W-2 participants who successfully completed a job skills training activity.

Target: 75 percent for JDPa and BOS agencies

Owner: Julie Kerksick, Division Administrator

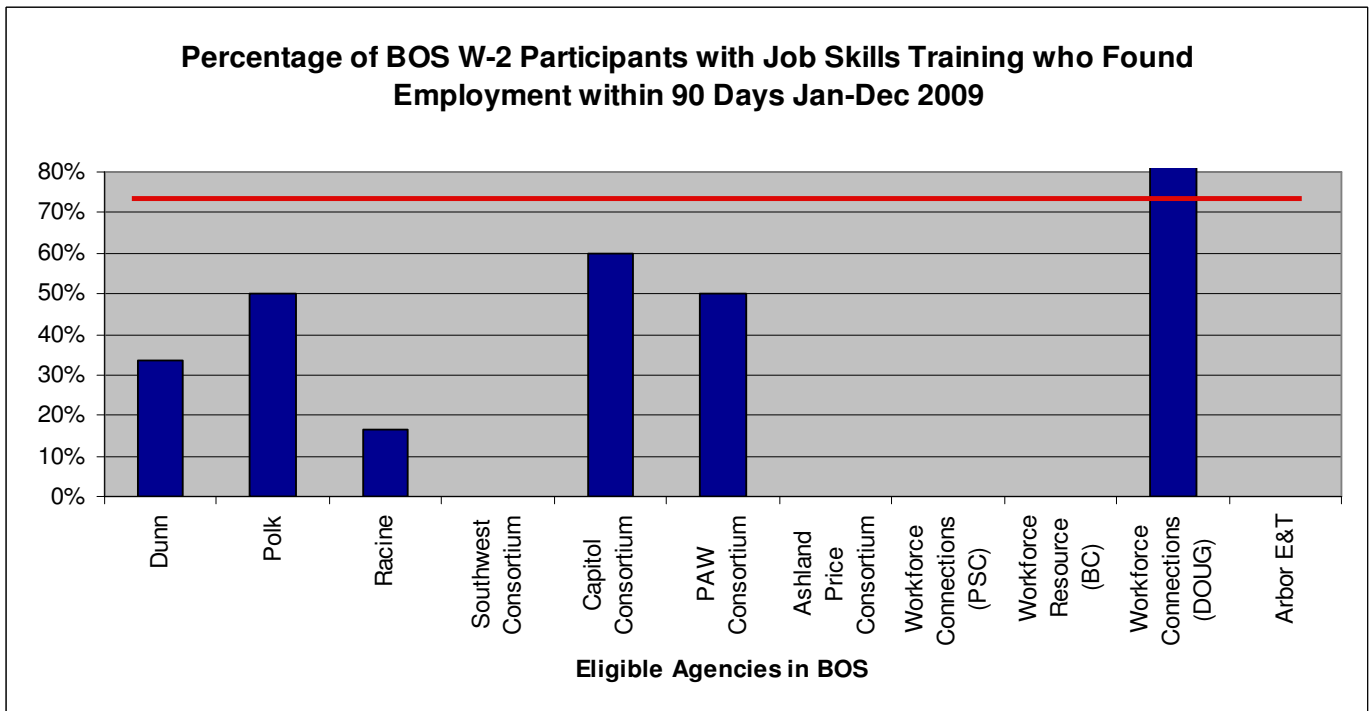
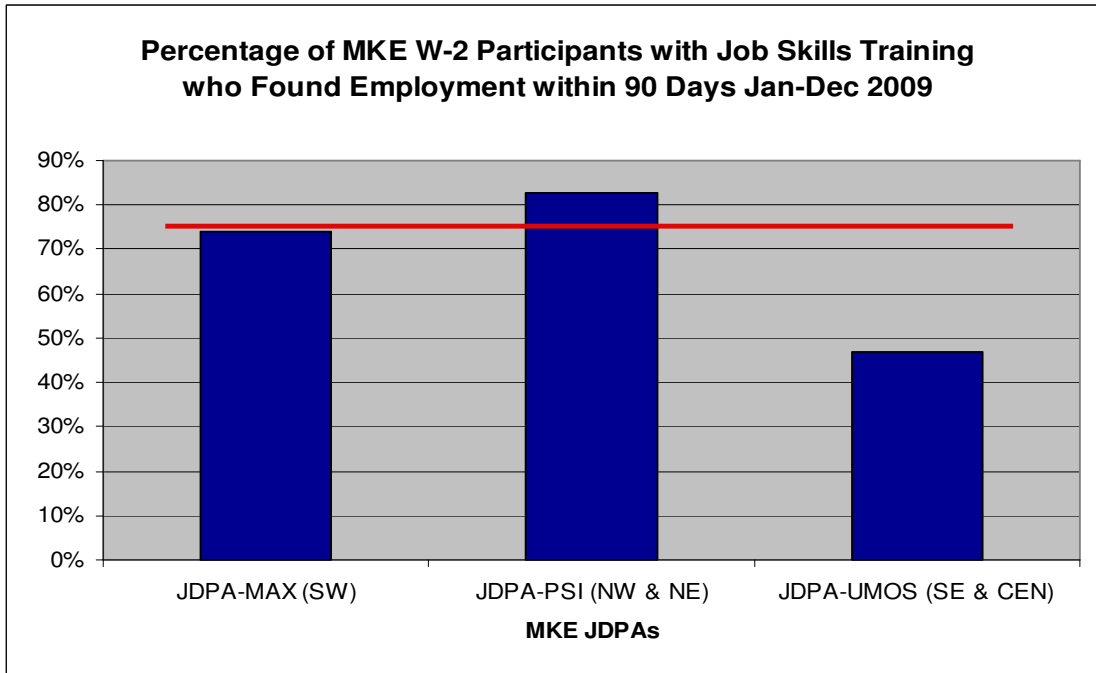
Progress: Performance in the three Milwaukee Job Development Placement agencies and the Balance of State agencies for this standard was exactly the same month to month during the last three quarters of 2009. Statements below reflect performance for CY 2009.

BOS. Of the eligible agencies in the Balance of State, only Workforce Resource Connections in Doug County exceeded the 75 percent standard. Five eligible agencies had some W2 participants successfully complete a job skills training activity and get a job within 90 days. Five eligible agencies had some W2 participants successfully complete a job skills training activity but none of them got a job within 90 days.

JDPa. Maximus and Policy Studies, Inc. Job Development Agencies exceeded the 75 percent standard while UMOS did not.



Wisconsin Department of Children and Families Performance Measures Parents build skills that prepare them for employment.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Performance Measure 9: **TRAINING EFFORTS**

- Objective:** Improve the capacity of W-2 agency staff to deliver high quality services.
- Significance:** W-2 agencies are expected to understand participants' job skills and when appropriate, refer them to job skills training activities to better prepare them to get a job. While there is no federal standard, DCF has established one standard for all agencies.
- Measurement Method:** Training participation data is tracked by the Training Section using an Excel spreadsheet.
- Target:** No target.
- Owner:** Julie Kerksick, Division Administrator
- Progress:** As classroom and online courses and technical assistance continued to be offered throughout 2009, the figures across the three tables describing training activities increased. Compared to 2008:
- Workers attended 31% more hours in a classroom training in 2009.
 - Despite 25% more hours spent in online training, 20% fewer online courses were completed in 2009.
 - There was a two percent increase in the number of hours spent on site offering technical assistance in 2009.

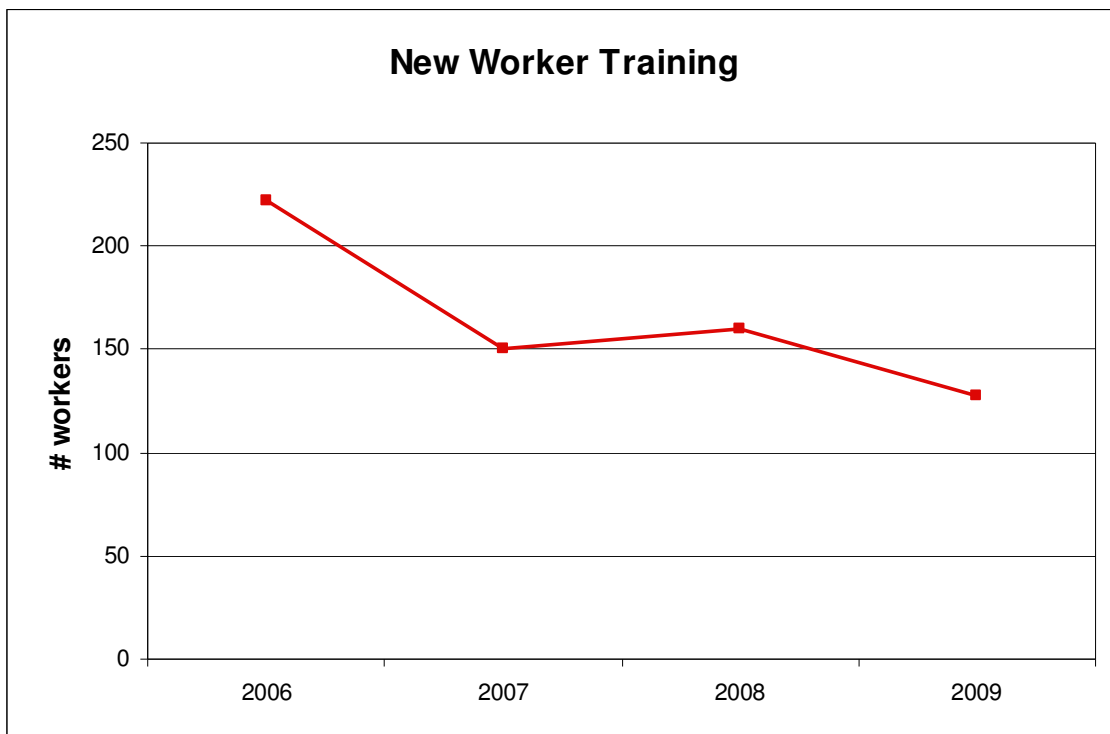
CLASSROOM TRAININGS				
	# Course Titles	# Classes Held	# Classroom Hours	# Courses Completed
2006	88	432	3,401	5,468
2007	57	245	2,322	3,321
2008	44	178	1,702	1,742
2009	42	163	2,234	1,670



Wisconsin Department of Children and Families Performance Measures

On-Site Technical Assistance	
2008	1,470
2009	1,500

ONLINE COURSES			
	# Course Titles	# Training Hours	# Courses Completed
2006	72	1,669	8,386
2007	71	1,384	7,859
2008	102	1,967	4,239
2009	81	2,452	3,407



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure 1: COURT ORDER ESTABLISHMENT

Objective: Increase the number of children in single-parent homes who have a court order for child support.

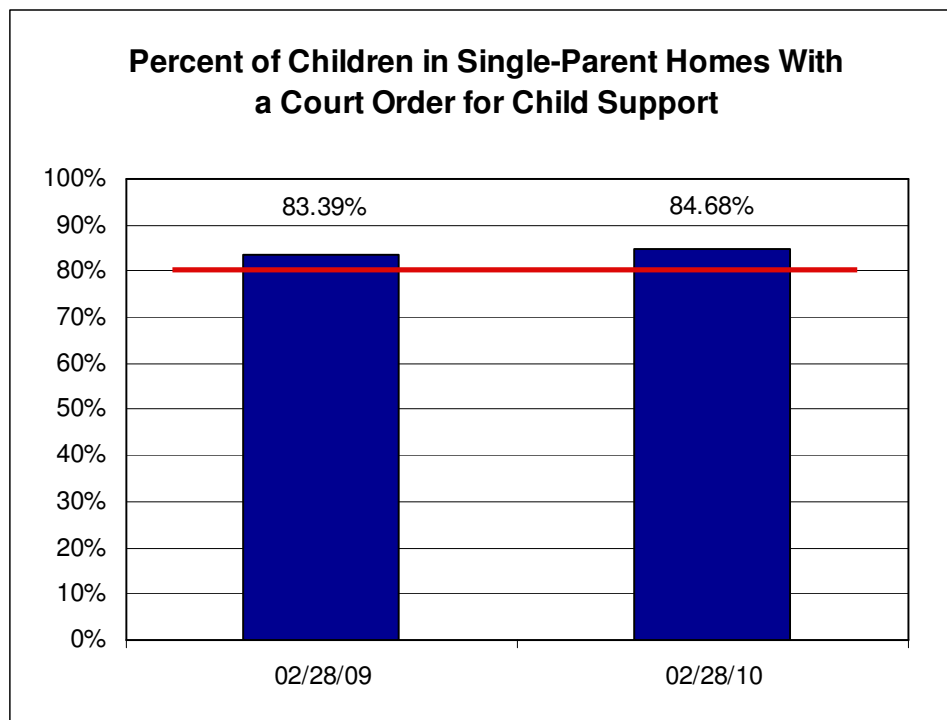
Significance: Child support cannot be collected unless there is a court order for payment.

Measurement Method: Data is collected from the statewide automated case management database, KIDS. Numerator is equal to the number of cases with court orders and the denominator is the total number of cases as of the last day of the reporting period. This is a point in time measure.

Target: 80 percent is the Federal standard

Owner: Julie Kerkick, Division Administrator

Progress: Performance across Wisconsin counties exceeded the 80 percent standard throughout KidStat meetings in the first quarter of 2010. In FFY 2008, Wisconsin achieved 83% compared to the nationwide average of 79%.



Target Direction:



Wisconsin Department of Children and Families Performance Measures Families increase income.

Performance Measure 2: **PATERNITY ESTABLISHMENT**

Objective: Increase the number of children in single-parent homes for whom paternity has been established.

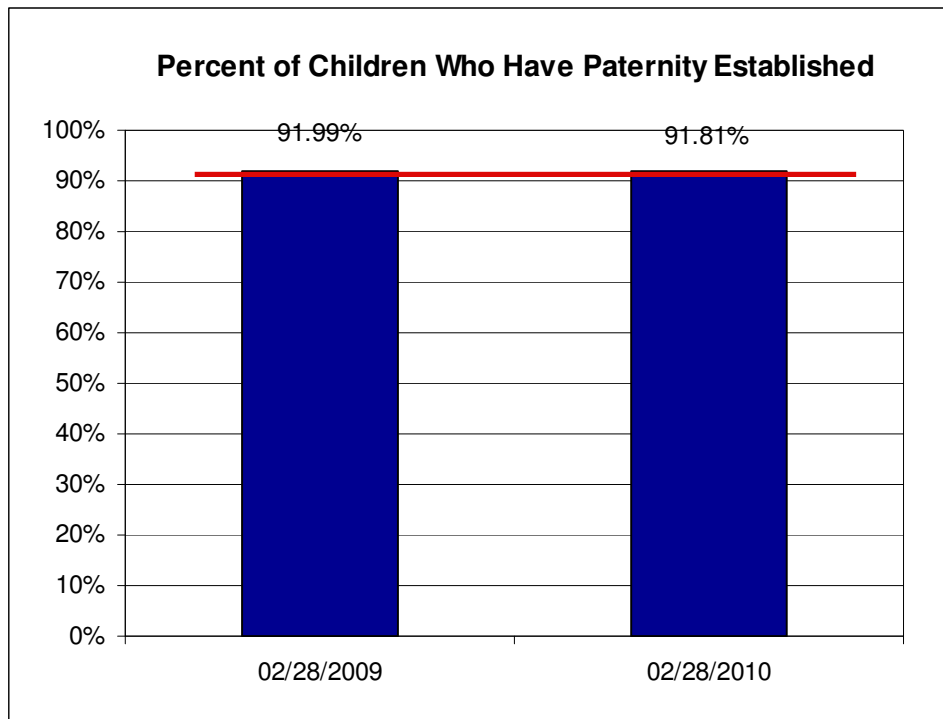
Significance: Paternity establishment provides the father with legal rights to the child, and provides the child with rights to child support, inheritance, etc.

Measurement Method: Data is collected from the statewide automated case management database, KIDS. Numerator is equal to number of the children who were born out of wedlock and present in the caseload at any time during the year and denominator includes the number of those children who had legal fatherhood established.

Target: 90 percent is the Federal standard

Owner: Julie Kerksick, Division Administrator

Progress: Performance across Wisconsin counties improved in January to exceed the standard throughout KidStat meetings in the first quarter of 2010. Performance below reflects FFY to date (October 1, 2009 – February 28, 2010).



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure 3: **TIMELY COLLECTION OF CHILD SUPPORT**

Objective: Increase the collection of child support in the month that it is due.

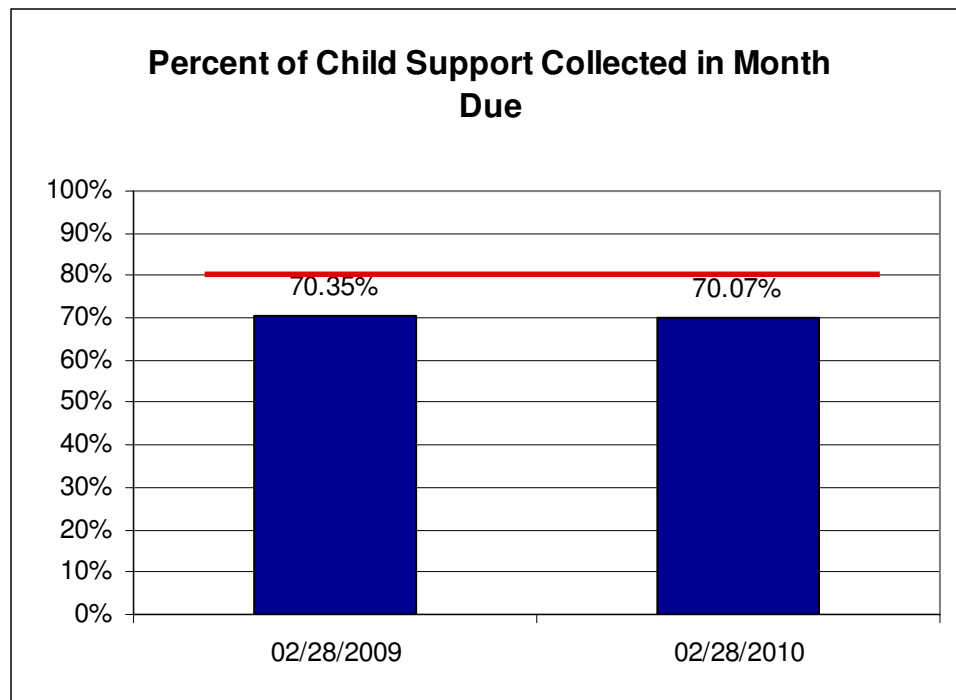
Significance: Child support should be a reliable source of income for families.

Measurement Method: Data is collected from the statewide automated case management database, KIDS. Numerator is equal to the total amount that is actually paid during the month that it is due and denominator includes the total amount of child support due for the period.

Target: 80 percent is the Federal standard

Owner: Julie Kersick, Division Administrator

Progress: Performance across Wisconsin counties failed to exceed the 80 percent standard throughout KidStat meetings in the first quarter of 2010. Performance below reflects FFY to date (October 1, 2009 – February 28, 2010). In FFY 2008, Wisconsin ranked third in the country and achieved 71 percent compared to the nationwide average of 61 percent.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure 4: **ARREARAGE COLLECTIONS**

Objective: Increase the collection of at least one payment on child support cases with arrears.

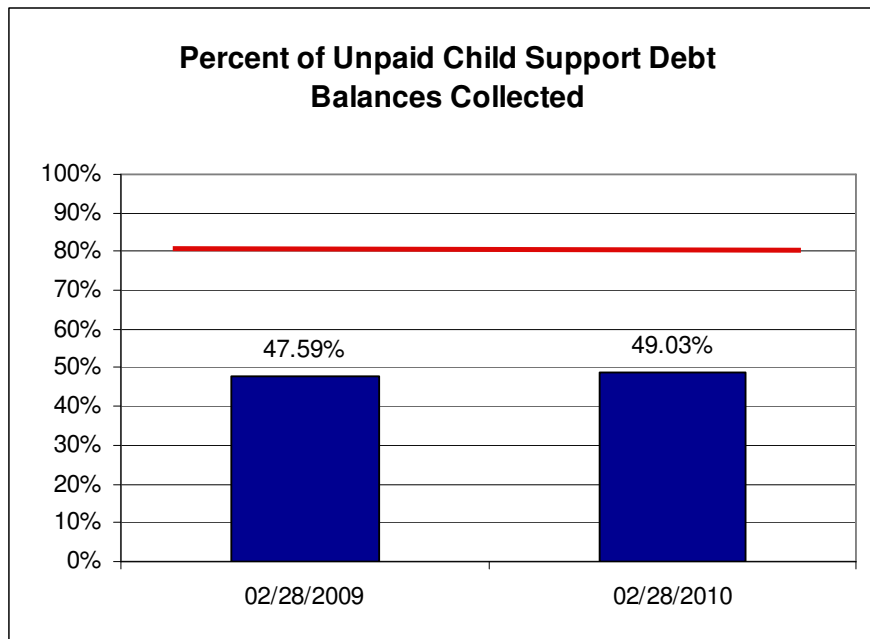
Significance: Any child support that is not paid when it is due becomes an unpaid amount (arrears). The child support mission is to enforce child support orders and collect unpaid amounts.

Measurement Method: Data is collected from the statewide automated case management database, KIDS. Numerator is equal to the total number of those cases where a payment was made on the arrears and denominator includes the total number of cases that had an arrearage during the period. This is a point in time measure for the period.

Target: 80 percent is the Federal standard

Owner: Julie Kerkick, Division Administrator

Progress: Performance across Wisconsin counties failed to exceed the 80 percent standard throughout KidStat meetings in the first quarter of 2010. However in FFY 2008, Wisconsin performed at the same rate as the national average.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure 5: **COST-EFFECTIVENESS**

Objective: To collect as much money for every dollar spent on the program.

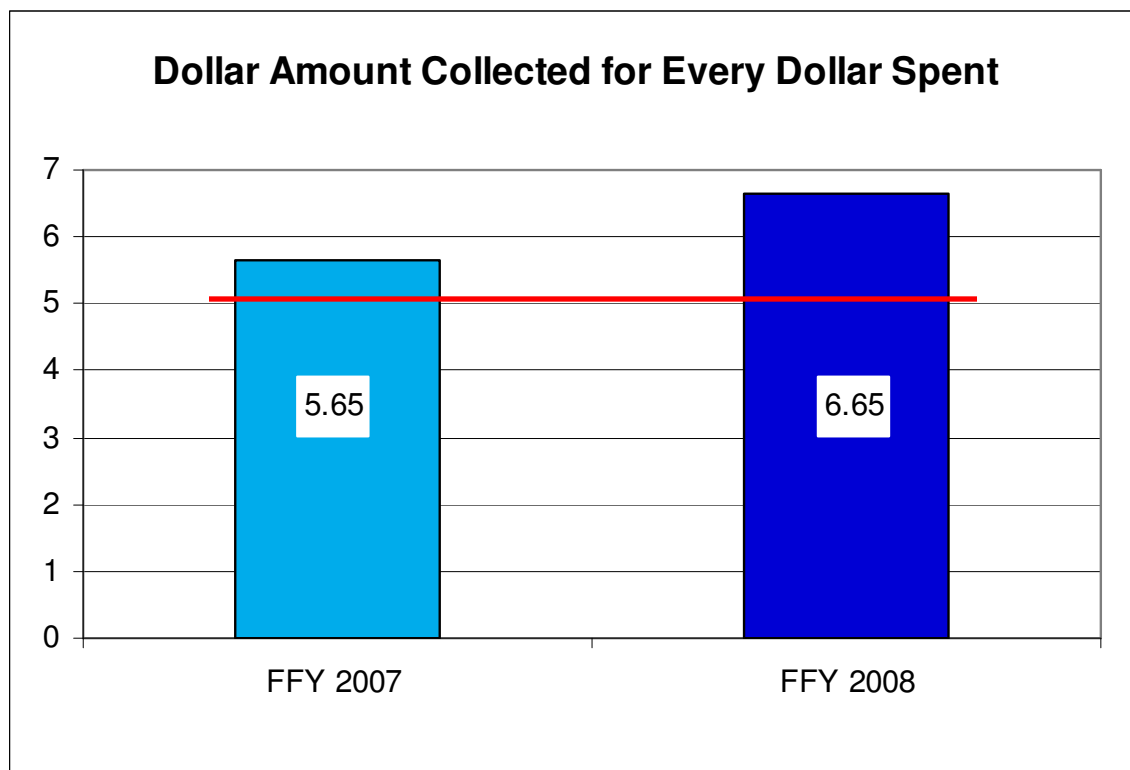
Significance: The Bureau of Child Support is expected to administer the child support program as cost effectively as possible.

Measurement Method: This is the ratio of every dollar of support collected for every dollar spent on the child support program.

Target: \$5.00

Owner: Julie Kersick, Division Administrator

Progress: Performance across Wisconsin counties exceeded the \$5.00 standard in FFY 2007 and 2008. Wisconsin's performance exceeded the nationwide average of \$4.73.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure 6: UNEMPLOYMENT INSURANCE PROPORTION

Objective: To monitor how much of each quarter's child support funds are transferred from Unemployment Insurance Funds rather than from the custodial parent.

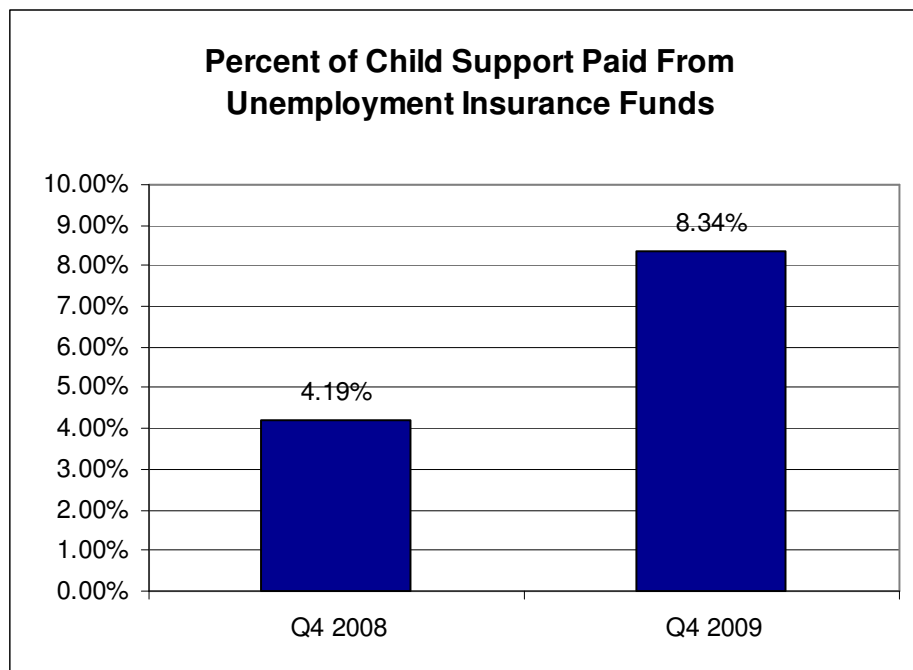
Significance: As the percentage of child support payments paid by Unemployment Insurance income increases, it reflects job loss and uncertainty for future child support payments because unemployment compensation is a temporary source of income for the payer.

Measurement Method:	Data is collected from the statewide automated financial database, KIDS. Of all support collected for the quarter, this is the percentage that was paid by unemployment benefits as opposed to job earnings or other sources of income or assets.
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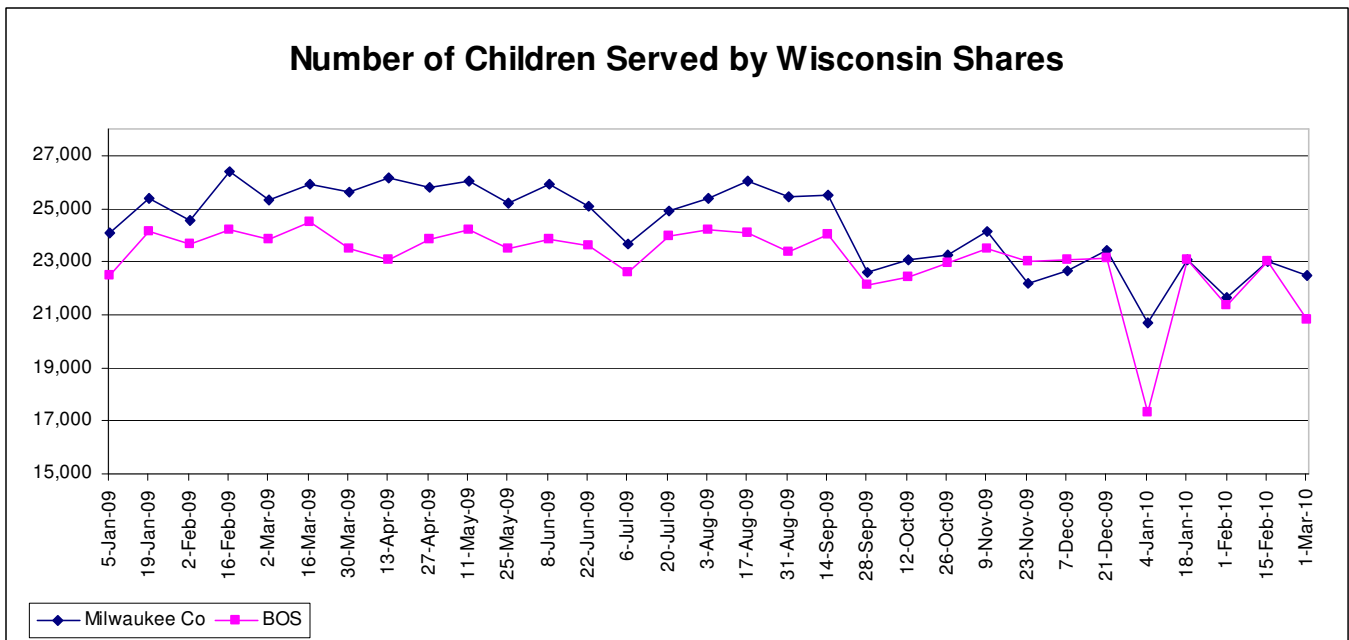
Target: N/A

Owner: Julie Kerksick, Division Administrator

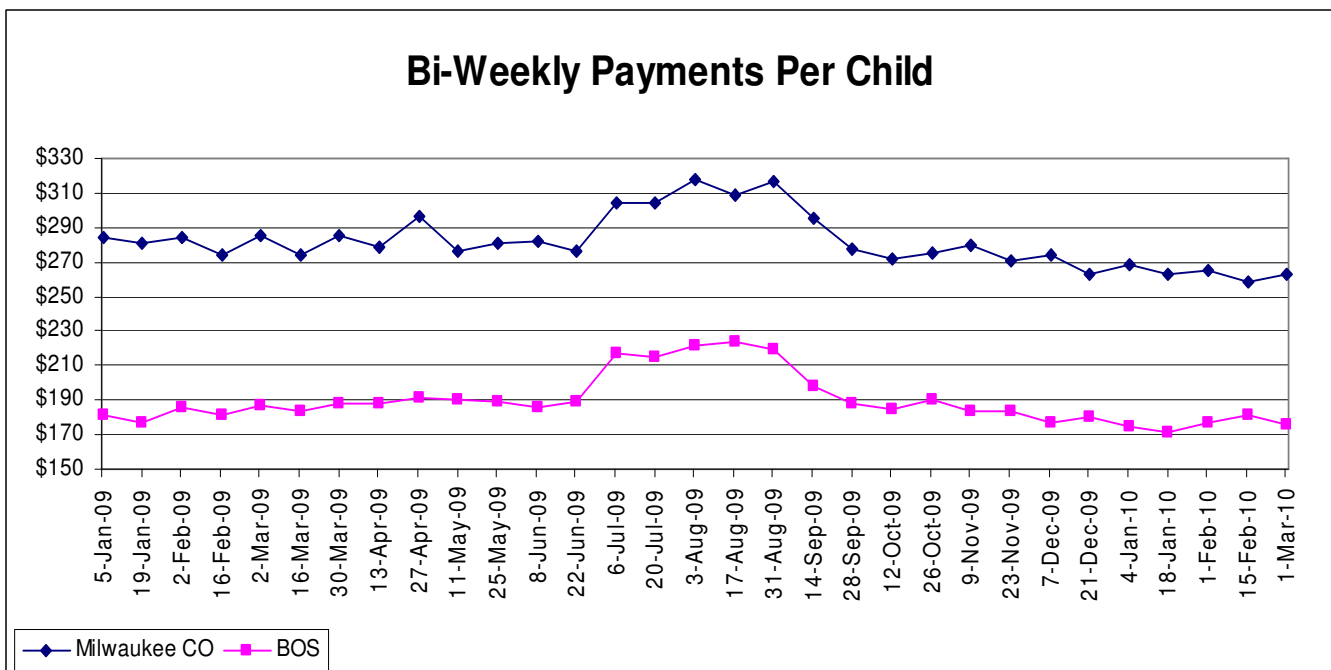
Progress: Wisconsin doubled the proportion of child support collected from Unemployment Insurance funds in the fourth quarter of 2009 relative to the same quarter last year.



Wisconsin Department of Children and Families Performance Measures Child Care Subsidy Scale of Operations



In September 2009, DCF created the Fraud Detection and Investigation Unit and began taking action to suspend fraudulent child care providers. Following these anti-fraud efforts, there were nearly 6,000 fewer child care slots across the state in March 2010 compared to March 2009.



The bi-weekly payment per child was \$285.31 in March 2009 compared to \$263.33 in March 2010. This is not due to a change in the rates nor average authorization sizes; rather DCF believes lower billing reflects more accurately reported attendance by providers. This roughly translates into \$29 million in annualized savings to the Shares program.



Wisconsin Department of Children and Families Performance Measures
Child care funds are well spent and fraud is minimized.

Performance Measure 1: **AMOUNT OF PROVIDER/CLIENT OVERPAYMENTS**

Objective: To reduce the amount improper payments of the SHARES subsidy to providers and clients due to fraud and administrative error.

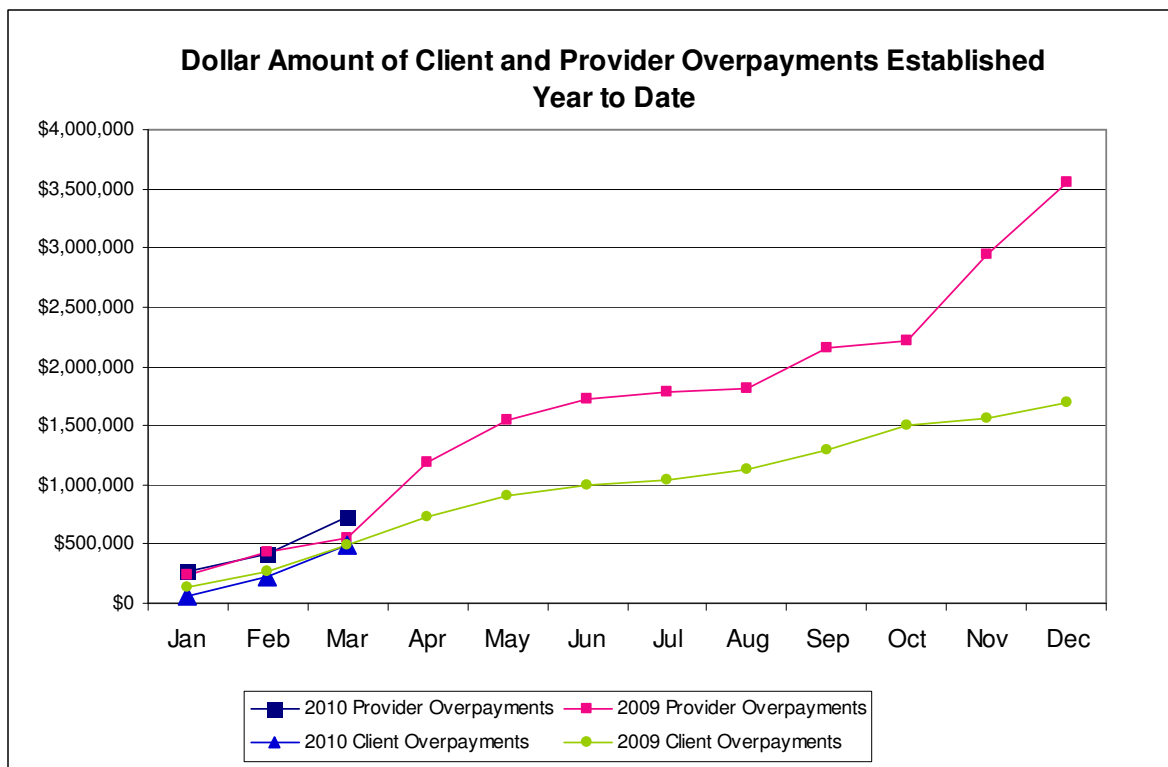
Significance: As the SHARES administrator and steward of taxpayer funds, DCF is expected to eliminate improper payments to providers and clients.

Measurement Method: Client data is collected from the statewide Central Recoveries Enhanced System (CRES) and provider data is collected in Child Care Provider Information.

Target: No target.

Owner: Henry Wilde, Interim Division Administrator

Progress: The dollar amount of overpayments established against providers is 34% higher than during the first quarter of 2009 (\$185,000). The dollar amount of overpayments established against clients is on pace with 2009 amounts.



Wisconsin Department of Children and Families Performance Measures
Child care funds are well spent and fraud is minimized.

Performance Measure 2: **NUMBER OF PROVIDER/CLIENT OVERPAYMENTS**

Objective: To reduce the number of improper payments of the SHARES subsidy to providers and clients due to fraud and administrative error.

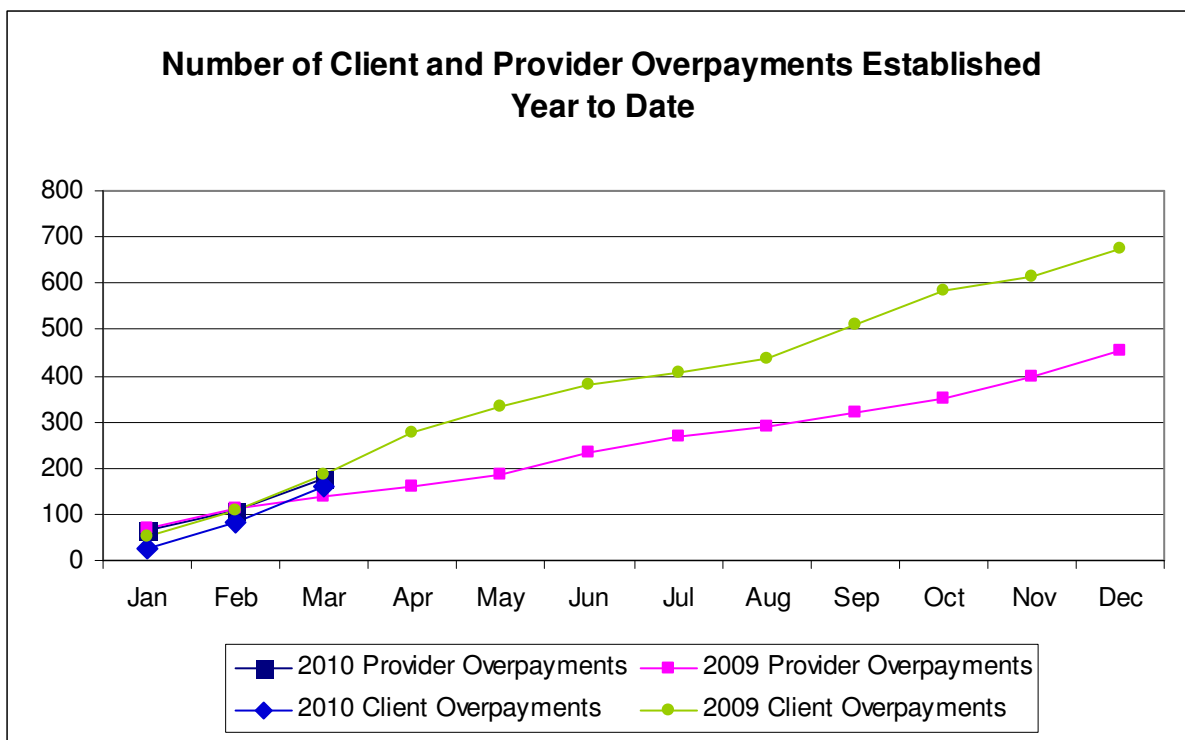
Significance: As the SHARES administrator and steward of taxpayer funds, DCF is expected to eliminate improper payments to providers and clients.

Measurement Method: Licensing data is collected from the Children's Licensing Information Computer System.

Target: No target.

Owner: Henry Wilde, Interim Division Administrator

Progress: The number of overpayments established against providers is 28% higher than during the first quarter of 2009 (178). The number of overpayments established against clients is 14% lower than during the first quarter of 2009 (160).



Wisconsin Department of Children and Families Performance Measures
Children are safe in licensed and certified child care settings.

Performance Measure 3: LICENSE REVOCATIONS

Objective: To monitor the number of licensed providers whose licenses are revoked and the reasons for revocation.

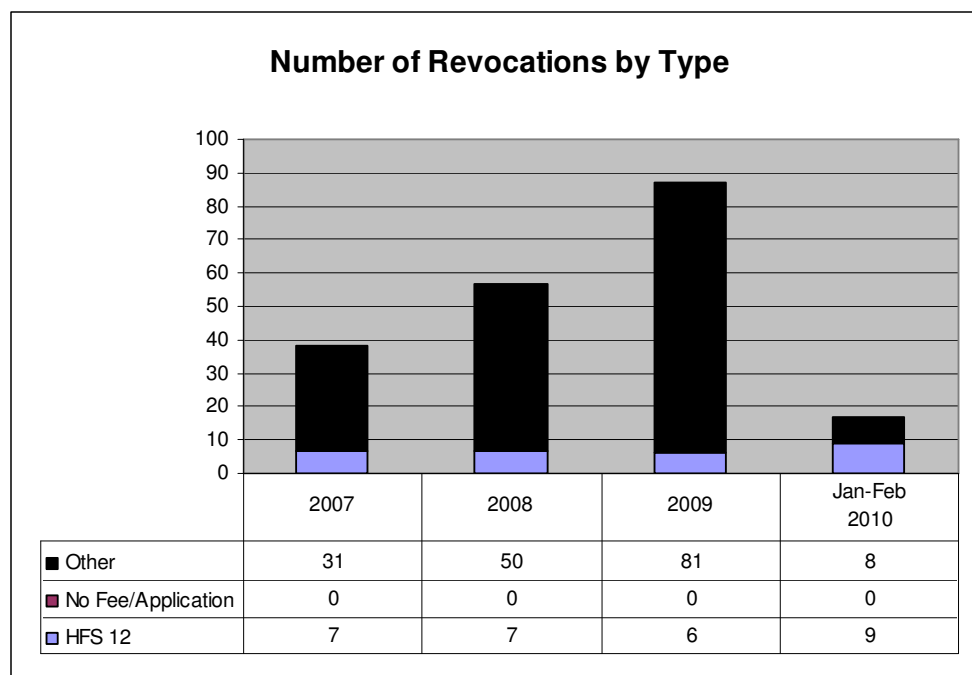
Significance: To ensure that children are safe and that regulation activities are promoting quality child care.

Measurement Method:	Licensing data is collected from the Children's Licensing Information Computer System. A revocation is the closure of a facility by the Department through termination of a probationary or continuing license to operate
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Target: No target.

Owner: Henry Wilde, Interim Division Administrator

Progress: The number of revocations due to a conviction for a serious crime or a substantiated finding of abuse, neglect or misappropriation (HFS 12) in the first two months of 2010 has exceeded the total for 2009. There was a 53% increase in license revocations in 2009 compared to 2008 and a 129% increase compared to 2007.



Wisconsin Department of Children and Families Performance Measures
Children are safe in licensed and certified child care settings.

Performance Measure 5: OVERDUE VISITS BY NUMBER OF DAYS

Objective: To monitor the number of licensed providers who have not had monitoring visits completed according to schedule.

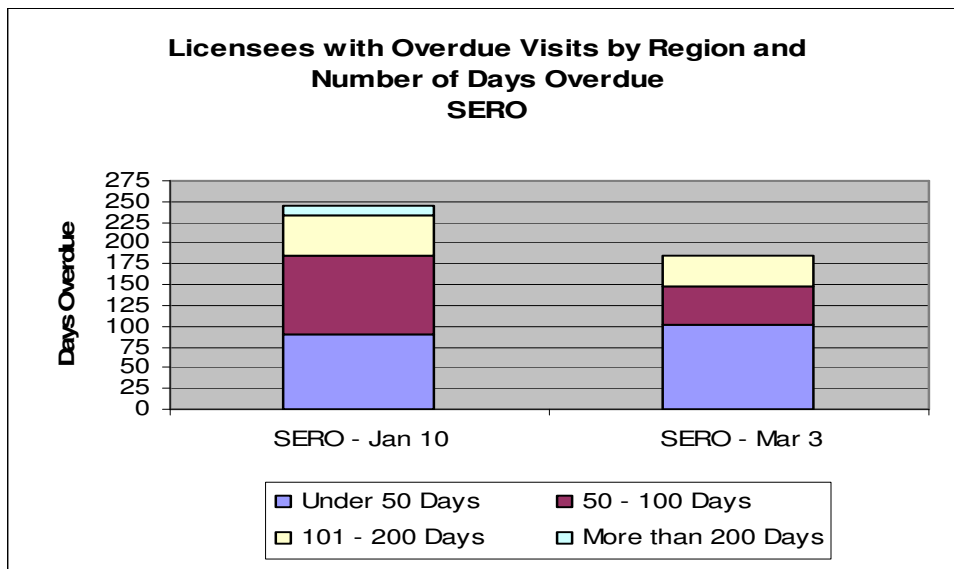
Significance: To ensure that children are safe and that regulation activities are promoting quality child care.

Measurement Method: Licensing data is collected from the Children’s Licensing Information Computer System. It should be noted that some licensees with overdue visits are temporarily closed and not serving children while others were not accessible despite multiple attempts to visit.

Target: No target.

Owner: Henry Wilde, Interim Division Administrator

Progress: DCF has made considerable progress since January to reduce the number of licensed providers with overdue visits, particularly in the Southeastern region.



	NERO		NRO		SRO		WRO	
Region	10-Jan	03-Mar	10-Jan	03-Mar	10-Jan	03-Mar	10-Jan	03-Mar
Under 50 Days	0	0	3	0	2	5	1	3
50 - 100 Days	1	0	0	0	1	0	1	0
101 - 200 Days	0	0	0	0	0	0	0	0
More than 200 Days	0	0	0	0	0	0	0	0

